Greater Midwest Region

Region 3

Quarterly Report

August 2007 – October 2007

University of Illinois at Chicago

Date submitted: August 22, 2008

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Executive summary

It was announced that Kathryn H. Carpenter has accepted the position of UIC Assistant University Librarian for the Health Sciences and will begin her position as the AUL and RML Director on November 1, 2007. Tammy Mays resigned her position as the Consumer Health Coordinator on August 16, 2007. A new position statement was prepared to begin the process of recruiting a replacement. The initial search for a replacement was not successful, so the deadline for applications was extended to November 30, 2007. Elaine Hicks was hired as a part-time "Extra Help" employee in August, 2007.

Following extensive negotiations with the Office of Research Services, the GMR issued a new financial Memorandum of Understanding for Outreach Libraries during this quarter. A copy of the MOU is found in Attachment 3.

The GMR held its annual in-person RAC meeting on September 10 and 11, 2007 at the Hotel Blake in Chicago. The meeting was split into two half-day sessions, with the first session (Sept. 10) devoted to updating RAC members about key GMR activities and a discussion of community outreach strategies. The second session (Sept. 11) focused on emergency preparedness.

Melanie Shuran, Ph.D., Associate Vice-President for Learning Resources, replaced Nancy Garn as the Resource Library Director at the Rosalind Franklin University Boxer Library.

Health-E Illinois Go Local was launched at the Loyola University Stritch School of Medicine on September 7, 2007. Betsy Humphreys from the National Library of Medicine was on hand to present the keynote address.

The GMR staff worked with the RML staff from the Midcontinental Region (MCR) to present a program on emergency preparedness and to exhibit at the Joint Meeting of the Midwest and Midcontinental Chapters of MLA in Omaha, NE, October 13-16, 2007.

Beginning in this quarter, we introduced a new training module format for librarians. The modules consist of a Web page with all the resources (PowerPoint slides, handouts, etc.) needed for a librarian to teach a class on a given subject. Holly Burt developed two modules on patient safety, one for librarians to teach other librarians and the other for librarians to teach the public.

The GMR funded 6 awards and 4 subcontracts during this quarter as well as providing site registration awards to 19 member libraries to be host sites for the MLA Webcast on Scholarly Publishing and Open Access.

GMR staff posted 53 messages to GMRLIST during the quarter. In addition, 18 articles were posted to *The Cornflower: The Blog of the NN/LM Greater Midwest Region* at: http://nnlm.gov/gmr/blog.

Network infrastructure

TABLE 1. Quarterly infrastructure data

	Current quarter	**Previous quarter**[*]
Network members – full	529	531
Network members – affiliate	485	486
Libraries providing services to unaffiliated health professionals	258(49%)	259(49%)
Libraries providing services to public users	303(57%)	304(57%)
Average fill rate for resource libraries	78%	~78%

Regional Advisory Committee (RAC) activities

The 2007 meeting of the NN/LM, GMR Regional Advisory Council meeting was held at the Hotel Blake in Chicago on September 10 and 11, 2007. The meeting was called to order at 1:30 p.m. on Monday, September 10th.

Interim Director Carol Scherrer welcomed the group and announced that Kate Carpenter would be assuming the position of RML Director on November 1, 2007. Following self-introductions of all those present, Ruth Holst, Associate RML Director, presented an update on what's new in the GMR Office as well as an overview of activities during the first year of the contract.

Jacqueline Leskovec presented an overview of the results of the Focus Group Interviews that were conducted with representatives of community-based organizations in May, 2007. This was followed by a general discussion about issues related to community outreach and ways that RAC members can assist the GMR staff is program planning and evaluation.

The meeting adjourned at 4:45 p.m. on September 10 and resumed at 8:30 a.m. on Tuesday, September 11, 2007.

The second half of the meeting was devoted to the topic of emergency preparedness planning. Ruth Holst presented an overview of the NN/LM National Emergency Preparedness Project, the purpose of which is to improve the NN/LM's ability to respond to emergencies. Guest speaker Diane Westerfield, who is Preservation and Special Projects Librarian at Loyola University Chicago, provided an overview of the disaster planning process used at Loyola, including the benefits and challenges of using dPlan software to formulate the Loyola Library's plans, tips for how to develop and disseminate disaster plans, and some lessons learned during her experience as the lead librarian on the project.

The presentations were followed by an open discussion based on the following set of questions:
- What barriers or problems do you face within your own institutions with regard to emergency preparedness (EP) planning? Which of these barriers do you think the GMR could help network members to overcome?
- What knowledge gaps prevent network member librarians from participating more fully in EP planning? Which knowledge gaps should the GMR try to address? What types of resources would be useful to support network member learning needs?
- One idea for the Cross-regional EP project is the concept of network member libraries serving as backups for each other. What do you see as the role for a backup library? If your library was shut down, what type of services would you need?
- Another idea from the cross-regional EP plan is to create and post a toolkit to help libraries in preparing for emergencies. What types of materials or resources should be included in the proposed EP toolkit?
- We want to encourage libraries t have a community role in emergency preparedness planning and response. What do libraries and librarians bring to the table that would be beneficial to community EP planning?

The meeting adjourned shortly before noon.

The following LISTSERVS were created for the RAC:

RACADV GMR Library Advocacy Working Group
RACCH GMR RAC Consumer Health Working Group
RACCOM GMR RAC Communications Working Group
RACLIC GMR RAC E-Licensing Working Group
RACLIST Regional Advisory Council of NN/LM-GMR
RACPH GMR RAC Public Health Working Group
RACPREP GMR RAC Emergency Preparedness Working Group

<u>Needs assessment and evaluation activities/data</u>

During the September 10 RAC meeting, an open discussion was held about outreach in the region and the level of involvement that the RAC can play in assisting GMR staff with regional programming. During the September 11th portion of the RAC meeting, Ruth Holst facilitated a discussion about emergency preparedness in the region. The specific questions used for this discussion are listed above as part of the notes about the RAC meeting.

Outreach

TABLE 2. All newly funded awards and projects

Start/ end dates	Title of award/ project	PI institution	PI last name	Funding amount	Project type[*]
10/17-18/07	Wisconsin Library Association Annual Conference	Aurora Health Care Libraries	Melchiors-Kemp	$872	Exhibit Award
10/24-26/07	Minnesota Library Association Annual Meeting	University of Minnesota Health Sciences Library	Block	$1175	Exhibit Award
10/1/07-9/30/08	Needs Assessment of Adolescent Health Info Needs and Related Internet Behaviors using focus groups in a NW Chicago suburb	Advocate Health and Hospital Corporation	Smart	$4,900	Outreach Express Award
10/1/07-9/30/08	Creating a Virtual Electronic Medical Library	South Bend Medical Foundation	Flora	$3,467	Technology Improvement Award
11/1/07-10/31/08	Anderson Medical Library Electronic Cataloging /Internet Access for Patrons	Riverside HealthCare System	Miller	$3,055	Technology Improvement Award
9/16/07-9/15/08	Knowledge Management Workshop	Resurrection Health Care	Carlin	$3,000	Special Award
11/20/07	MLA Webcast: Scholarly Publishing and Open Access	19 Network member libraries	Various	19 x $300 = $5,700	Site Registration Award
1/1/08 – 6/30/09	Great Rivers Partners for Health-E People	Gundersen Lutheran Health Resource Library	Orebaugh	$34,995	Consumer Health Subcontract
11/1/07 – 4/30/09	Creating a Road Map: Local Public Health 2.0	University of Michigan Health Sciences Libraries	Blumenthal	$34,895	Public Health Subcontract
10/1/07-9/30/08	Go Local North Dakota: Discover Health Services Near You	University of North Dakota	Rieke	$25,000	Go Local Subcontract

11/1/07-10/31/08	Creating Health Information Connections for Persons with Disabilities	University of Michigan Health Sciences Libraries	Blumenthal	$11,983	Consumer Health Subcontract

Update of ongoing major projects (funded at ≥ $15,000)

Alliance Library System – Providing Consumer Health Outreach and Library Programs to Virtual World Residents in Second Life

Emphasis for this quarter was upon education, display work, and collaboration. More than 20 informational and educational displays were created by the Coordinator, Perryman, or by collaborative enterprise with other parties, including staff from the National Library of Medicine, those involved with the new Accessibility Center, an epidemiologist, several other physicians or health professionals, and contractors with associations such as the Toronto Alzheimer Society. Five different classes about general searching for health information (using Google.com and MedlinePlus.gov) and focused on specific health resources available through MedlinePlus.gov were offered on the island, and were attended by a small but growing number of people (averaging 4 per session). Although promotion for these events and for the Island's services was done using a variety of resources, targeted marketing to the general population in this virtual environment continues to be an ongoing challenge. The CDC Island is under construction on one side of the Island, and UMCG, the medical library for the University of Gronigen, has purchased an island on the other side. Space has been given to Stockholm's Karolinska Instutet, whose staff is interested in constructing a Nobel display, and to the building and displays for the new grant-funded Accessibility Center.

University of Minnesota – My Health Minnesota – Go Local

My Health Minnesota → Go Local launched to the public on July 25, 2007 with a soft rollout and on July 31, 2007 with a wonderful launch event featuring remarks by Dr. Lindberg. We continue with progress on a number of outreach and promotion activities, including a number of media hits through September: 1 press release, 2 newspaper articles, 7 newsletter and news site posts, 2 radio spots, 3 television spots, and 1 magazine quotation.

University of Iowa – Empowering Public Health / Patient Safety Outreach through Community

The first planning meeting was held at the Hardin Library, July 20, 2007 from 9:00 AM-12:00 PM, and attending the meeting was Tanya Uden-Holman (College of Public Health), Brooke Billman (Hardin Library), Mindwell Egeland (UIHC Patient's Library), Mary Kay Brooks (UIHC Clinical Outcomes & Resource Management), Lorri Zipperer (Zipperer Management), and Linda Walton (Hardin Library). A review of the initially identified communities resulted in a change of plans on community partnerships. Six sites have now been identified and we are working with the UIHC liaison to these sites who will put us in touch with the right person to work with on developing the program for their community. Zipperer developed a flyer about the project that can be used for a variety of marketing efforts. Bookmarks were made with the PPECA logo and URL. The flyer and bookmark were distributed at the annual Patient Safety meeting sponsored by the UIHC.

University of Iowa – Go Local Iowa

The Go Local Iowa Technical Manager position was filled in late July. The Technical Manager is becoming familiar with the NLM input system and developing training materials for content development. In consultation with partners, she has begun developing criteria for content inclusion and guidelines for data entry. Documentation and training materials are stored in ICON, the campus course management system. Expected launch date is March 31, 2008.

Loyola University – Health-E Illinois – A Go Local Project

The launch took place on September 7, 2007. Betsy Humphreys from the National Library of Medicine attended along with the Health-E Illinois board members. A second launch celebration is being planned for Springfield, Illinois on October 10, 2007. This celebration will take place at the Illinois Department of Public Health. Database Statistics as of September 1, 2007

- 392 Incomplete records
- 9, 873 approved records
- All priority one areas completed except for hospitals

TABLE 3. Exhibits.

Dates	Organization name	Meeting name	Location (city, state)
RML NATIONAL EXHIBITS			
10/3-7	American Academy of Family Physicians	Annual Meeting	Chicago IL
RML REGIONAL/STATE/LOCAL EXHIBITS			
9/26-28	North Dakota Library Association	Annual Meeting	Jamestown, ND
9/26-28	Association of Ohio Health Commissioners	Annual Fall Conference	Dublin, OH
9/27	Michigan Health Science Library Association	Annual Meeting	Bay City, MI
10/12-16	MLA Midwest Chapter	Joint Annual Meeting	Omaha, NB
10/25-26	Health Science Libraries of Illinois	Annual Meeting	Champaign/Urbana, IL
SUBCONTRACTED NATIONAL EXHIBITS			
SUBCONTRACTED REGIONAL/STATE/LOCAL EXHIBITS			
8/9-19/07	Iowa State Fair	Annual Meeting	Des Moines, IA
8/9/07	Indiana State Fair	Indiana University Day	Indianapolis, IN
8/19/07	Indiana State Fair	Clarian Pavilion	Indianapolis, IN
8/29/07	Minnesota State Fair	Academic Health Center Exhibit	St. Paul, MN
8/22/07-9/2/07	Minnesota State Fair	Cool tools @ your library	St. Paul, MN
9/6-8/07	Pharmacy Society of Wisconsin	Annual Meeting	La Crosse, WI
9/12/07	Washington Park Senior Center	Health Fair	Milwaukee, WI
9/13-14/07	Kentucky Society for Respiratory Care	Educational Meeting	Lexington, KY
9/16-18/07	3rd Annual Rural Surgery Symposium	Annual Meeting	Grand Forks, ND
9/17/07	Deborah E. Powell Center for Women's Health	4th Annual Women's Health Research Conf Information Fair	Minneapolis, MN
9/19/07	South Dakota Association of Healthcare Organizations	81st Annual Convention	Pierre, SD
9/19/07	University of Iowa Hospital and Clinics	Annual Quality and Safety Conference	Corallville, IA
9/22/07	National Center of Excellence in Women's Health	CORE: Women's Health Expo	Grand Forks, ND
9/25-26/07	Kentucky Medical Association	Annual Meeting	Louisville, KY
9/27/07	South Dakota State Medical Association	Annual Meeting	Sioux Falls, SD
9/29/07	Freeman Community Hospital & Nursing Home	Health Fair	Freeman, SD
10/4/07	University of Minnesota, Health Careers Center	Health Careers Fair	Minneapolis, MN
10/5/07	Southern Kentucky AHEC	Latest Advances in Diabetes Management	Corbin, KY
10/7-9/07	South Dakota Nurses Association	Annual Meeting	Aberdeen, SD
10/8/07	University of Minnesota, Medical Center	Mini-Medical School	Minneapolis, MN
10/10-11/07	Illinois Library Association	Annual Conference and Exposition	Springfield, IL

10/12/07	Southern Kentucky AHEC	Breast Cancer Survivor's Dinner	Corbin, KY
10/17-18/07	Wisconsin Library Association	Annual Conference	Green Bay, WI
10/18/07	Lake Cumberland Regional Hospital	Breast Cancer Symposium	Somerset, KY
10/19/07	Southern Kentucky AHEC	Cardiovascular/Pulmonary Issues	London, KY
10/20/07	Loyola Center for Health & Fitness	Women's Health Day	Maywood, IL
10/24-26/07	Minnesota Library Association	Annual Meeting	Mankato, MN
10/25/07	South Dakota Achieve	GreenStar Symposium	Sioux Falls, SD
10/25/07	Loyola Medical Center	Employee Health Fair	Maywood, IL
10/25/07	North Dakota Nursing Association	ND Nurses Convention	Bismarck, ND
10/26/07	Indiana University-Purdue University Indianapolis	Health & Benefits Fair	Indianapolis, IN
OTHER RML SUPPORTED EXHIBITS			
10/31/07	Wright State University	Health and Benefits Fair	Dayton, OH
10/17-19/07	South Dakota Library Association	Annual Meeting	Watertown, SD

Actionable feedback received from exhibit visitors

Would like information on international medicines used in U.S. - especially from Mexico and Canada.
Is/could CME be offered for MedlinePlus surgery videos?
Could the online videos be downloaded?

MedlinePlus Go Local

Ruth Holst attended the launch of the Health-E Illinois Go Local at Loyola University Stritch School of Medicine on September 7, 2007. Betsy Humphreys, NLM Deputy Director and Paul Whelton, President, Loyola University Health System were the key speakers for the event. A photo of some of the attendees is found at the end of this report.

TABLE 4. Presentations and training provided by RML staff

Date	Last name of staff responsible	Title of presentation/training	Location (city, state)	Number of participants	In-person or distance education
8/3	Mays	Bridging the Health Divide	Fort Worth, TX	7	In-person
8/21	Leskovec	Consumer Health for Teens	Chicago, IL	2	In-person
8/29	Burt	PubMed for Experts	Chicago, IL	16	In-person
8/29	Leskovec	MedlinePlus & Other Free Health Information Online	Minneapolis, MN	39	In-person
9/12	Leskovec	GMR Update	Chicago, IL		In-person
9/18	Burt	PubMed for Experts	Louisville, KY	29	In-person
9/25	Burt	Keeping Up with NLM's PubMed	Rootstown, OH	10	In-person
9/25	Burt	PubMed for Experts	Rootstown, OH	12	In-person
9/27	McDaniels	GMR Update	Bay City, MI	74	In-person
9/27	McDaniels	LinkOut	Bay City, MI	23	In-person
9/27	Leskovec	GMR Update	Jamestown, ND		In-person
10/10	Burt	National Librarian of Medicine Resources	Chicago, IL	1	In-person

10/11	Holst	GMR Update	Coralville, IA	11	In-person
10/14	Burt	Librarians on the Front Lines of Patient Safety: Advocacy Opportunities for All Types of Libraries;	Omaha NE	57	In-person
10/19	Burt	Patient Safety Resource Seminar	Warrensville Heights OH	23	In-person
10/25	Holst Leskovec	Measuring Your Impact	Urbana, IL	10	In-person
10/25	Leskovec	GMR Update	Urbana, IL	31	In-person
10/29	Leskovec	Prescription for Success	Rockford, IL	9	In-person

Other staff activities

TABLE 5. Publications and resources developed by RML staff

Date completed/ published	Last name of staff responsible	Title	Medium* (e.g., journal article, newsletter article, brochure, online tutorial)	Submitted to Clearinghouse ("yes" or "out of scope")
8/27	Burt	Full Text and PubMed (new)	Trifold Brochure	Yes – new
9/21	Burt	Full Text and PubMed (update)	Trifold Brochure	Yes
10/12	Burt	Patient Safety: Librarian as Advocate (new)	Web-based teaching module – librarian audience	Out of scope – posted on NNLM website
10/12	Burt	Patient Safety: You Can Make a Difference (new)	Web-based teaching module – consumer audience	Out of scope – posted on NNLM website
10/25	Burt	Patient Safety Resource Seminar (update)	Class	Yes
10/27	Burt	Keeping Up with NLM's PubMed	Class Manual	Out of scope - updated for individual class

*Beginning in this quarter, we introduced a new training module format for librarians. The modules consist of a Web page with all the resources (PowerPoint slides, handouts, etc.) needed for a librarian to teach a class on this subject.

GMR staff conducted the following Site Visits during this quarter:
- Burt: South Pointe Hospital Library (OHUBNT), 10/19/07, 3 participants
- Holst: Mayo Clinic Library (MNUMAY), Rochester, MN, 10/1/07, 2 participants
- Leskovec: ILULOY Maywood, IL ,8/22/20
- Leskovec: NDUNOD Fargo, ND, 9/25/07
- Leskovec: NDUVAF Fargo, ND, 9/25/07
- Leskovec: NDUQRB Bismarck, ND, 9/26/07
- Leskovec: NDUEYO Fargo, ND, 9/26/07
- Leskovec: NDUNDU Fargo, ND, 9/26/07
- Leskovec: NDUSLF Fargo, ND 9/26/07
- Leskovec: ILULBT Chicago, IL, 10/4/07
- Leskovec: ILULZH Chicago, IL,10/4/07
- Leskovec: ILURSM Rockford, IL, 10/26/07

Jacqueline Leskovec and Ruth Holst participated in the Focus Group Interviewing Workshops sponsored by the South Central Region on September 14, 2007 in Houston, TX.

GMR Staff members attended the Joint Meeting of the Midwest and Midcontinental Chapters of MLA in Omaha, NE from October 13-16, 2007. Holly Burt, Ruth Holst, Jacqueline Leskovec, and Charniel McDaniels acted as facilitators at the Joint GMR/MCR session on Emergency Preparedness on October 15th.
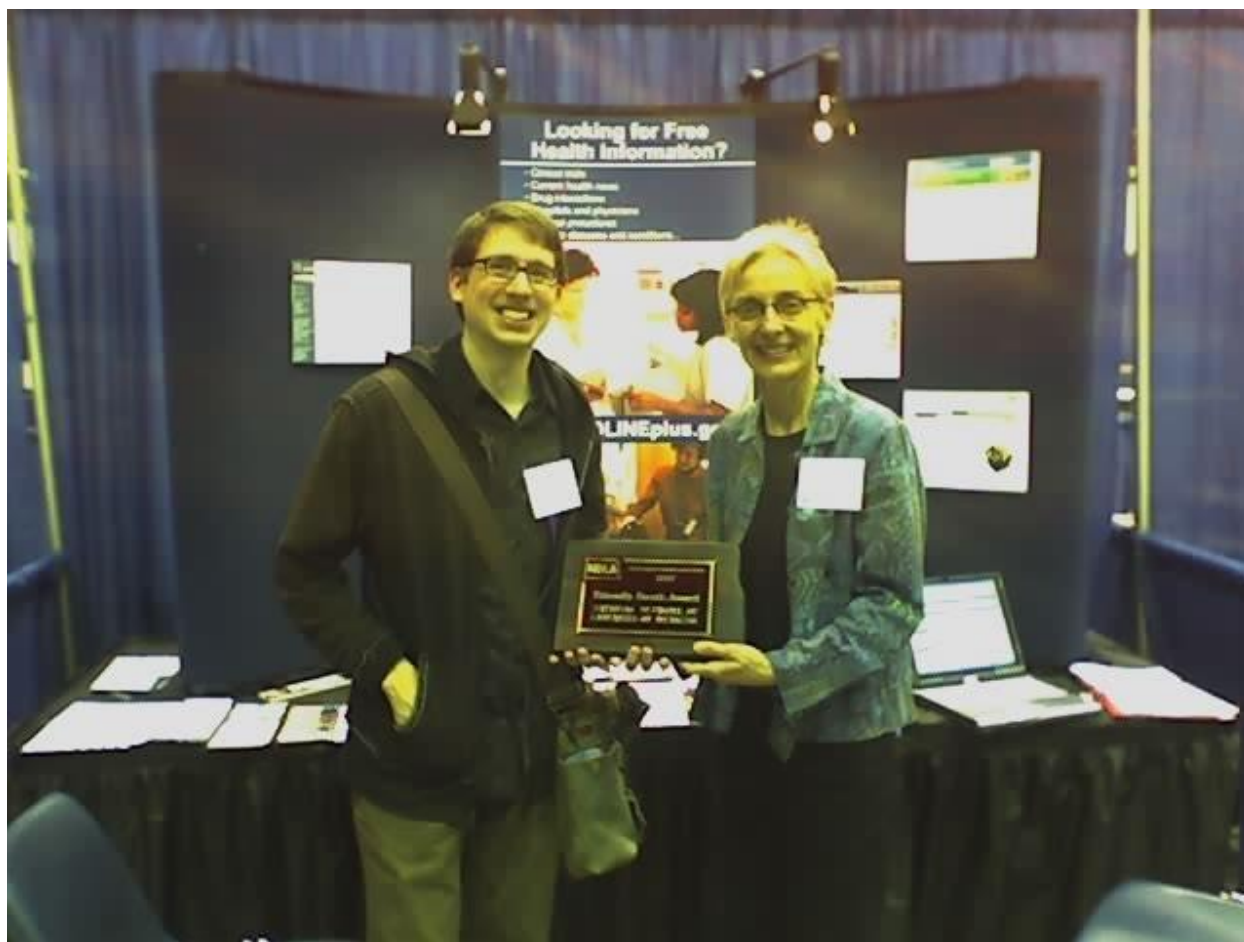
Charniel McDaniels and Ruth Holst held a teleconference with a representative from BCR on October 30, 2007 to investigate the feasibility of BCR extending its group licensing agreements to libraries in the Greater Midwest Region. BCR, which provides group licensing for the Midcontinental Region, agreed to send a list of vendors and products, a draft letter of agreement for libraries, and an estimate of the service fee to be charged to GMR libraries based on the number of potential participating libraries. [Unfortunately, BCR never sent the agreed-upon information and the by January, 2008, we decided to postpone any additional followup due to staff vacancies in the GMR]

Photographs with captions

September 7, 2007 launch of Health-E Illinois: A Go Local Project (front row: Ruth Holst, UIC, Betsy Humphreys, NLM, Barbara Kern, University of Chicago; back row: Jim Shedlock, Northwestern University, Christine Frank, Rush University, Connie Poole, Southern Illinois University, Andrea Twiss-Brooks, University of Chicago, Logan Ludwig, Loyola University)

Jacqueline Leskovec and the NN/LM GMR exhibit at the North Dakota Library Association receiving the "Friendly Booth" Award
September 26-28, 2007

Attachment 1
Quarterly OARF summary data:
RML staff activities

Outreach Activities Conducted by GMW RML Staff in the Greater Midwest Region

RML Q2, 2007-2008

29 Total Outreach Activities

Generated: Monday, July 28, 2008

The following information is based on outreach reports of training activities.

Activities Summary

Total number of estimated participants:	347 participants	
Average number of participants:	11.97 per activity	
Average length:	2.17 hours	
Under 1 hour:	8 activities	(27.59%)
Between 1 and 2 hours:	11 activities	(37.93%)
Over 2 hours:	10 activities	(34.48%)
Hands-on practice:	10 activities	(34.48%)
Conducted remotely:	0 activities	
Offering continuing education:	9 activities	(31.03%)
Significant number of minorities:	1 activity	(3.45%)

Type(s) of Organization(s) Involved in Activities

Health sciences library:	28 activities	(96.55%)
Public library:	7 activities	(24.14%)
Government agency:	3 activities	(10.34%)
Hospital:	19 activities	(65.52%)
Clinical/Health care:	6 activities	(20.69%)
Academic Institution:	27 activities	(93.10%)
Community-Based:	2 activities	(6.90%)
Faith-Based:	3 activities	(10.34%)
Public Health Agency:	5 activities	(17.24%)
Other:	2 activities	(6.90%)

Session Content

PubMed:	10 activities	(34.48%)
MedlinePlus:	10 activities	(34.48%)
ClinicalTrials.gov:	5 activities	(17.24%)
NCBI:	1 activity	(3.45%)
NLM Gateway:	4 activities	(13.79%)
TOXNET:	7 activities	(24.14%)
Other technology content:	8 activities	(27.59%)
Other, non-technology content:	21 activities	(72.41%)

Significant Minority Population Present
(>=50% of participants)

African American:	0 activities	(0.00%)
Alaska Native:	0 activities	(0.00%)
Asian and Pacific Islander:	1 activity	(3.45%)
Hispanic:	0 activities	(0.00%)
Native American:	0 activities	(0.00%)

206 Participants Completed Participant Information Sheets

The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary

Activities at which PI sheet collected:	69.0%	
Health care or service providers:	49 participants	(23.79%)
Health science library staff members:	127 participants	(61.65%)
Public Health worker:	3 participants	(1.46%)
Public/Other library staff members:	27 participants	(13.11%)
Members of general public:	2 participants	(0.97%)

Outreach Activities Conducted in the Greater Midwest Region by Subcontractors

RML Q2, 2007-2008

71 Total Outreach Activities

Generated: Monday, July 28, 2008

The following information is based on outreach reports of training activities.

Activities Summary

Total number of estimated participants:	684 participants	
Average number of participants:	12.45 per activity	
Average length:	1.93 hours	
Under 1 hour:	8 activities	(11.27%)
Between 1 and 2 hours:	51 activities	(71.83%)
Over 2 hours:	12 activities	(16.90%)
Hands-on practice:	49 activities	(69.01%)
Conducted remotely:	2 activities	(2.82%)
Offering continuing education:	7 activities	(9.86%)
Significant number of minorities:	7 activities	(9.86%)

Session Content

PubMed:	39 activities	(54.93%)
MedlinePlus:	45 activities	(63.38%)
ClinicalTrials.gov:	7 activities	(9.86%)
NCBI:	7 activities	(9.86%)
NLM Gateway:	1 activity	(1.41%)
TOXNET:	10 activities	(14.08%)
Other technology content:	43 activities	(60.56%)
Other, non-technology content:	1 activity	(1.41%)

Significant Minority Population Present
(>=50% of participants)

African American:	9 activities	(12.68%)
Alaska Native:	0 activities	(0.00%)
Asian and Pacific Islander:	1 activity	(1.41%)
Hispanic:	0 activities	(0.00%)
Native American:	0 activities	(0.00%)

Type(s) of Organization(s) Involved in Activities

Health sciences library:	67 activities	(94.37%)
Public library:	15 activities	(21.13%)
Government agency:	1 activity	(1.41%)
Hospital:	11 activities	(15.49%)
Clinical/Health care:	3 activities	(4.23%)
Academic Institution:	69 activities	(97.18%)
Community-Based:	19 activities	(26.76%)
Faith-Based:	13 activities	(18.31%)
Public Health Agency:	8 activities	(11.27%)
Other:	2 activities	(2.82%)

365 Participants Completed Participant Information Sheets

The following information is based on Participant Information (PI) sheets collected during training activities.

Participants Summary

Activities at which PI sheet collected:	59.2%	
Health care or service providers:	216 participants	(59.18%)
Health science library staff members:	4 participants	(1.10%)
Public Health worker:	67 participants	(18.36%)
Public/Other library staff members:	43 participants	(11.78%)
Members of general public:	55 participants	(15.07%)

NATIONAL LIBRARY OF MEDICINE

OUTREACH LIBRARY MEMORANDUM OF UNDERSTANDING
Between
The Board of Trustees of the University of Illinois
University of Illinois Library of the Health Sciences
And

[name and address of Library]

This agreement is entered into to specify the terms and conditions between The Board of Trustees of the University of Illinois ("University") regarding the University of Illinois at Chicago Library of the Health Sciences, the National Network of Libraries of Medicine, Greater Midwest Region ("NN/LM, GMR"), and the [name and address of the Cooperating Institution Library]("Cooperating Institution"), by which the Cooperating Institution will participate as an Outreach Library of the NN/LM, GMR under the National Library of Medicine (NLM) Prime Contract No. N01-LM-6-3503; HHSN27620063503C (hereinafter known as "Prime Contract").

1. STATEMENT OF WORK

The Cooperating Institution will make all reasonable efforts to perform the scope of work as outlined in the Outreach Library Letter of Agreement, attached hereto and incorporated herein as Exhibit A signed at the beginning of the Prime Contract ("Work"). The Cooperating Institution will provide all the necessary personnel and facilities to conduct the work of this Agreement.

2. PERIOD OF PERFORMANCE

This Agreement shall begin on May 1, 2007 and shall not extend beyond April 30, 2008, unless terminated in accordance with the terms of this Agreement.

3. SERVICES

The Cooperating Institution agrees to furnish to the University the following services:

Outreach activities that advance the progress of medicine and improve the public health by: (1) providing health professionals with equal access to biomedical information, and (2) improving the public's access to information to enable them to make informed decisions about their health. Examples of outreach include (but are not limited to) exhibiting at meetings of health professionals or librarians, providing library services to unaffiliated health professionals, promoting awareness of NLM resources and services, and training health professionals, librarians, and the general public to use NLM resources and/or to access health information resources on the Internet.

4. COMPENSATION

The Cooperating Institution shall receive as compensation for all work and services to be performed herein, a flat fee of $2,000. No indirect costs will be compensated.

The Cooperating Institution will send an invoice to:
     Business Services Specialist
     NN/LM Greater Midwest Region
     University of Illinois at Chicago
     1750 W. Polk St. (MC 763)
     Chicago, IL 60612-4330

5. PUBLICATION AND PUBLICITY

All documents and publicity relating to this Agreement, the Work and Services must include the statement, "This project has been funded in whole or in part with federal funds from the National Library of Medicine, National Institutes of Health, under Contract No. N01-LM-6-3503 with the University of Illinois at Chicago."

The submission for publication of the results of projects funded through the NN/LM is encouraged. In accordance with NIH Public Access Policy, project administrators are asked to submit final manuscripts resulting from funded projects to the NIH manuscript submission (NIHMS) system (http://www.nihms.nih.gov) at PubMed Central (PMC) upon acceptance for publication.

6. REPORTING REQUIREMENTS

The Cooperating Institution shall prepare an annual report that describes activities conducted, problems encountered, and progress toward objectives. The University will provide an outline for the annual report. The annual report will include activities completed or planned for completion between May 1, 2007 and April 30, 2008, and will be due to the University by April 1, 2008.

An electronic copy and one (1) paper copy of the annual report should be submitted as instructed in the annual report outline.

7. WORK PRODUCT/INVENTIONS/DISCOVERIES

All rights, title and interest in all deliverable subject work product (including all notes, designs, drawings, memoranda, reports, computer programs/input and output, and other technical data), and all inventions or discoveries first conceived or reduced to practice using compensation and related to this Agreement shall belong to the University. The Cooperating Institution shall have the non-exclusive right to use the subject work product, inventions and discoveries for non-commercial purposes.

Cooperating Institution agrees to execute an assignment and related documents necessary to further the patenting and development of inventions, if any, and to cooperate with the University in such activities.

In addition to the reporting requirements stated above, the Cooperating Institution shall provide to the University any products or materials developed or produced using compensation and related to this Agreement.

8. INDEPENDENT CONTRACTOR

Cooperating Institution is an independent contractor. Nothing in this Agreement shall be construed to result in Cooperating Institution being an agent, employee, or other representative of University.

9. EXAMINATION OF BOOKS AND RECORDS

Cooperating Institution agrees that the University, the State of Illinois, and the Comptroller General of the United States, or any of their duly authorized representatives, shall until the expiration of three (3) years after final payment under this Agreement, have access to and the right to examine, during business hours and with reasonable notice, any directly pertinent books, documents, papers, and records of the Cooperating Institution involving transactions related to this Agreement, unless the University authorized their prior disposition.

10. SPONSOR TERMS AND CONDITIONS

The parties understand and agree that the Federal Sponsor Terms and Conditions are hereby attached and incorporated into this Agreement as Exhibit B.

Cooperating Institution shall be subject to and comply with terms and conditions of the Prime Contract identified in the Preamble of this Agreement. When in conflict with the Prime Contract, this Agreement controls.

11. TERMINATION

Either the University or the Cooperating Institution may terminate this Agreement upon thirty (30) days written notification to the other party. In addition, the University may terminate this Agreement immediately if the Prime Contract is terminated.

12. INDEMNIFICATION

It is understood and agreed that neither of the parties to this Agreement shall be liable for any negligent or wrongful acts, either of commission or omission, chargeable to the other unless such liability is imposed by law, and that this Agreement shall not be construed as seeking to either enlarge or diminish any obligation of duty owed by one party against the other or against third parties. In the event of a claim for any wrongful or negligent acts, each party shall bear the cost of their own defense.

13. ASSIGNMENT and SUBCONTRACT

This Agreement may not be assigned by the Cooperating Institution, in whole or in part, without the prior written approval of University.

The Cooperating Institution shall not subcontract for any of the services to be performed under this Agreement without the prior written consent of University.

SIGNATURE

The parties have caused this Agreement to be executed by their duly authorized representatives on the dates indicated below.

Read and Understood by:

University of Illinois at Chicago Library of the Health Sciences
National Network of Libraries of Medicine, Greater Midwest Region

_____   Date: _____
Ruth Holst
Associate Director

_____   Date: _____
Kathryn Carpenter
Director

Agreed and Accepted by:
The Board of Trustees of the University of Illinois

_____   Date: _____
Walter K. Knorr
Comptroller

_____   Date: _____
Michele M. Thompson
Secretary

And

Agreed and Accepted by:
[name and address of Library] Cooperating Institution

_____   Date: _____
Signature

_____
Print Name

_____
Title

Exhibit A

OUTREACH LIBRARY
LETTER OF AGREEMENT
National Network of Libraries of Medicine, Greater Midwest Region

This Letter of Agreement sets forth arrangements made between the University of Illinois in Chicago Library of the Health Sciences, serving as the designated Regional Medical Library for the Greater Midwest Region and the Cooperating Institution Library, which has agreed to serve as an Outreach Library in the Region for the contract period 2006-2011,

The Outreach Library agrees:

1) To abide by the terms set forth in the Resource Library Letter of Agreement;
2) To assist the RML in the planning, coordination, and implementation of outreach programs in order to provide health information services to unaffiliated health professionals and to consumers, particularly in low-income and minority communities;
3) To assist the RML in the identification of underserved areas and underserved groups of health professionals and consumers within the state;
4) To provide unaffiliated health professionals within the state with reference service and access to collections, including access to electronic resources to the extent permitted by license agreements;
5) To support the NLM and NN/LM exhibit program by assisting in staffing at exhibits coordinated by the RML, by informing the RML about possible exhibit opportunities in the state, and by exhibiting at local community events;
6) To provide document delivery service to unaffiliated health professionals, consumers and affiliate members in the state;
7) To provide training in NLM resources and databases to health professionals, librarians and consumers in the state. This may be done at the library's own initiative or at the request of the RML. (This is in addition to training provided to the institution's own users);
8) To participate if possible in the competition for RML funding for awards and subcontracts;
9) To designate a librarian to serve as outreach library liaison to the GMR;
10) To submit an annual report to the GMR outlining outreach activities undertaken by the library during the previous year.

The Regional Medical Library agrees

1) To abide by the terms set forth in the Resource Library Letter of Agreement
2) To fund each Outreach Library with a specified fixed sum each year, dependent on budgetary constraints. The stipend will be payable at the end of each contract year, upon receipt of the institution's annual report. This report should include some form of cost accounting to assist the RML in evaluating the Outreach Library program.
3) To supply the Outreach Library with exhibit and training materials as needed

This Letter of Agreement is effective May 1, 2006 and will remain in effect until April 30, 2011, unless revised or terminated by mutual agreement or by either party upon 90 days prior written notice.

The University of Illinois at Chicago   Outreach Library
Library of the Health Sciences
NN/LM Greater Midwest Region

_____   _____
Ruth Holst   /Date   Institution/Library
Associate Director, NN/LM GMR

_____   ----------------------------------
Susan Jacobson   /Date   Director   /Date
Director, NN/LM GMR

EXHIBIT B – Federal Prime Award Sponsor Terms and Conditions

A.   Audits

Cooperating Institution agrees to comply with the Single Audit Act of 1984, P.L. 98-502, as implemented by OMB circular A-128 or Circular A-133, as applicable. Circular A-133 was revised in 1997 to apply to non-federal entities who expend $500,000 or more in Federal awards. Cooperating Institution shall have an audit made as required by A-110 "Uniform Requirements for Grants to Universities, Hospitals and other Nonprofit Organizations."

Cooperating Institution agrees to provide the University with copies of required audit reports currently due within nine months after the end of the applicable audit period. Additionally, the Cooperating Institution agrees to provide the University with copies of any of the independent auditor's reports and of regulations that bear directly on the performance or administration of this Agreement. In cases of reported non-compliance, Cooperating Institution will provide copies of responses to auditors' reports and a plan for corrective action. All records and reports prepared in accordance with the requirements of the appropriate OMB Circular shall be available for inspection by representatives of awarding institutions or the government during normal business hours. University reserves the right to withhold payments, modification, and new or incremental funding to subcontractors who have not submitted to the University copies of the required audit information.

B.   Patents, Licenses, and Inventions

Compliance with the standard Patent Rights clauses as specified in 37 CFR, part 401, FAR 52.227-11, 45 CFR Part 6 & 8, or U.S.C 203, whichever is appropriate and applicable. Additional guidance on recipient reporting requirements for inventions can be found in the NIH Guide for Grants and Contracts Vol. 19, No. 23, June 22, 1990.

C.   Publication

The Cooperating Institution shall be allowed to publish the data produced in the performance of this Agreement.

D.   Assurances and Certifications

The Cooperating Institution certifies, by signing this document that the following assurances and certifications required by the federal funding agency are met. The Cooperating Institution agrees to fulfill the requirements of any other assurance(s) as applicable not mentioned as may be required in the future by the federal, state or applicable local law and regulations to perform the Work undertaken. Such assurances and certifications required of Cooperating Institution shall include but not necessarily be limited to:

1. **Civil Rights** - Title VI of Civil Rights Act of 1964 & paragraphs 1 though 7, Part II, Subpart B, Section Executive Order 11246; Section 504 Rehabilitation Act of 1973 as amended & 45 CFR 84; Age Discrimination Act of 1975 as amended & 45 CFR 86; Section 704 of Title VII; Section 855 of Title VIII of Public Health Service Act as amended & 45 CFR 83; Section 407 of Drug Abuse Office & Treatment Act of 1972 as amended & 45 CFR 84; Section 321 of Comprehensive Alcohol Abuse & Alcoholism Prevention Treatment and Rehabilitation Act of 1970 as amended; Section 501 of the Mental Health Systems Act; Section 333 of the Comprehensive Alcohol Abuse & Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 as amended & 45 CFR 2.

2. **Handicapped Individuals** - Compliance with Section 504 of the Rehabilitation Act of 1973 as amended.

3. **Sex Discrimination** - Compliance with Section 901 of Title IX of the Education Amendments of 1972 as amended.

4. **Student Unrest Provisions** - Compliance with Section 407 of the DHHS Appropriation Act.

5. **Human Subjects** - Compliance with the requirements of federal funding agency, as applicable, policy concerning the safe-guarding of the rights and welfare of human subjects who are involved in activities supported by Federal funds; 45 CFR 6.

6. **Vertebrate Animals** - Compliance with applicable portions of the Animal Welfare Act (P.L. 89-544 as amended).

7. **Debarment and Suspension** - Cooperating Institution certifies that it is not debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this agreement by any Federal department or agency; 45 CFR 76.

8. **Non-Delinquency on Federal Debt** - Compliance in accordance with OMB Circular A-129 (revised November 25, 1988).

9. **Drug-Free Workplace** - Compliance with the Drug-Free Workplace Act of 1988, 45 CFR Part 76, Subpart F.

10. **Misconduct in Science** - Each entity which received or applies for a research, research-training, or research-related grant cooperative agreement under the Public Health Service Act must submit an annual assurance certifying that the entity has established administrative policies as required by 42 CFR part 50, Subpart A, and that it will comply with the policies and the requirements set forth therein. Cooperating Institution, in accepting this agreement, certifies that it has: (1) met the above requirements, (2) filed the "small organization" assurances with the office of Scientific Integrity, Department of Health and Human Services, and it has been accepted, or (3) agrees to be bound by the policies of University with respect to this contractual agreement.

11. **Restrictions and Lobbying** - Compliance with 101-121, Title 31, Section 1352, which prohibits the use of Federal appropriated funds for lobbying in connection with this particular agreement.

12. **Anti-Kick Back Act of 1986** - Cooperating Institution certifies that, to the best of its knowledge, it has not received any money, fee, commission, credit, gift, gratuity, things of value, or compensation of any kind, provided directly or indirectly, for the purpose of improperly obtaining or rewarding favorable treatment in connection with the prime grant or in connection with this agreement relating to the prime grant.

13. **Program Income** - Compliance with PHS Grants Policy memorandum No. 54 dated November 15, 1990 and 45 CFR 74, Subpart F.

14. **Certificate of Conflict of Interest** - The Cooperating Institution agrees that it has a conflict of interest policy which compiles with the Public Health Services and National Science Foundation policies; namely, the Cooperating Institution has a conflict of interest policy which requires disclosure and resolution of all conflicts of interest, potential and actual, which exist for those involved in the design, conduct and reporting of research under this agreement prior to acceptance of funding. The Cooperating Institution is responsible for informing its investigators of its conflict of interest policy and procedures, designating officials to review conflict of interest financial disclosures, managing conflicts, informing the University and the cognizant federal sponsor(s) of conflicts and remedying same, certifying in each proposal for funding that required conflict of interest policies are in place and that no conflicts exist related to the proposed project, notifying University and federal sponsor(s) of any post-award conflicts and otherwise complying in all other respects with all applicable federal regulations, including 42 CFR 50, Subpart F.

My Health Minnesota → Go Local

Quarterly Report
July-September 2007

Principal Investigator: Linda Watson, MLS, AHIP
Library Director
Health Sciences Libraries
University of Minnesota
Diehl Hall, 505 Essex Street SE
Minneapolis, MN 55455

Voice: (612) 626-7039
Fax: (612) 626-5822
Email: lwatson@umn.edu

Project Manager: Karla Block, MLIS, AHIP
Health Sciences Libraries
University of Minnesota
Diehl Hall, 505 Essex Street SE
Minneapolis, MN 55455

Voice: (612) 626-6248
Fax: (612) 626-2454
Email: block006@umn.edu

Date Submitted: October 18, 2007

CURRENT STAFF AND THEIR ROLES

We said goodbye to Erinn Aspinall at the end of July, as her temporary work with us came to an end. Other than that we've had no major changes in staff or their roles.

OUTREACH AND PROMOTION EFFORTS

My Health Minnesota → Go Local launched to the public on July 25, 2007 with a soft rollout and on July 31, 2007 with a wonderful launch event featuring remarks by Dr. Lindberg.

We continue with progress on a number of outreach and promotion activities, including a number of media hits through September.

Press Releases

- Academic Health Center and University Libraries, University of Minnesota (http://www.ahc.umn.edu/news/releases/golocal073007/home.html)

Newspapers

- *Rochester Post Bulletin*, August 1, 2007.
- *Hutchinson Leader*, "New Web site aimed at helping Minnesotans connect with local health services," August 8, 2007 (http://www.hutchinsonleader.com/node/3760)

Newsletters and News Sites

- *U of M Brief*, July 25, 2007 (http://www1.umn.edu/umnnews/Publications/Brief/Brief_7252007.html)
- *Streaming News* (State Library Services news), June and July 2007 (http://education.state.mn.us/mdeprod/groups/Library/documents/Publication/031621.pdf and http://education.state.mn.us/mdeprod/groups/Library/documents/Publication/031800.pdf).
- Minnesota Department of Health's Office of Rural Health and Primary Care newsletter, September 2007.
- Deborah E. Powell Center for Women's Health e-newsletter, August 2007.
- *MINITEX Reference Notes*, July, August, and September 2007.
- University of Minnesota Academic Health Center *News Capsules*, July 18, 2007 and August 22, 2007.
- Health Science Libraries of Minnesota, *Health Informer*, June 2007.

Radio

- Access Minnesota, interview with Linda Watson and Vicki Glasgow, week of August 12, 2007 (http://www.accessminnesotaonline.com/downloads.htm)
- University of Minnesota Moment, interview with Linda Watson, July 30, 2007 ((http://blog.lib.umn.edu/urelate/radio/2007_07.html)

Television

- KSTP News, interview with Linda Watson, July 31, 2007. Also featured on their website temporarily.
- Fox 9 News, interview with Karla Block, July 31, 2007 (http://www.myfoxtwincities.com/myfox/pages/News/Detail?contentId=3934769&version=1&locale=EN-US&layoutCode=VSTY&pageId=3.5.1) Also featured on their website.
- WCCO News, mention of our website on the morning news, July 31, 2007. Also featured on their website (http://wcco.com/morninglinks/?b_start=20 or http://wcco.com/morninglinks/local_programlink_212052556).

Magazines

- Linda Watson was quoted in *MedFax* (weekly coverage of news, laws, regulations, and litigation affecting Minnesota's health care industry) on August 6, 2007 about the launch of My Health Minnesota → Go Local.

Additional outreach and promotion efforts included:

- Several consultations with representatives of important services that we'd like to list in the database.
- Featuring our Go Local project at several exhibits:
  - o Minnesota State Fair (in conjunction with the Academic Health Center), August 29, 2007.
  - o Minnesota State Fair (in conjunction with MINITEX as one of the featured "cool tool@your library" during the entire run of the Fair).
- Completed work with a practicum student from the MLIS program at the College of St. Catherine.
- Added our Go Local project as a link on a variety of library webpages, including Personal Health Resources, resources for preceptors, and more.
- Featured the project in a three-panel display posted on a major pedestrian bridge on campus ("Paint the Bridge"), which will remain posted throughout the academic year.
- Provided one-page "how to" handout about the project for the Greater Midwest Region of the National Network of Libraries of Medicine, which is now featured on their handouts page (http://nnlm.gov/gmr/training/handouts.html).
- Sent promotional bookmarks to several libraries in Minnesota.
- Linda Watson presented about Go Local and consumer health resources to the Forest Lake Rotary Club on August 1.

--Respectfully submitted by Karla Block, October 18, 2007

Empowering Public Health / Patient Safety
Outreach through Community Partnerships -
PPECA II

1st Quarterly Report: July-Sept, 2007

Submitted: October 30, 2007

Hardin Library for the Health Sciences
University of Iowa

Principal Investigator
Linda Walton, M.L.S.
Associate University Librarian & Director
319-335-9871
linda-walton@uiowa.edu

The Hardin Library for the Health Sciences is a member of the National Network of Libraries of Medicine Greater Midwest Region and the University of Iowa Health Center Patient's Library is an affiliate member

PPECA II is designed to train public health educators and healthcare and community program planners on the use of a community-focused patient safety consumer awareness program. Five rural Iowa communities have been targeted for the project as well as a kick-off program at the University of Iowa Hospital and Clinics (UIHC) The first quarter focused on planning.

Administration and Planning
The first planning meeting was held at the Hardin Library, July 20, 2007 from 9:00 AM-12:00 PM, and attending the meeting was Tanya Uden-Holman (College of Public Health), Brooke Billman (Hardin Library), Mindwell Egeland (UIHC Patient's Library), Mary Kay Brooks (UIHC Clinical Outcomes & Resource Management), Lorri Zipperer (Zipperer Management), and Linda Walton (Hardin Library). Discussion focused on getting to know one another, reviewing the vision of the grant, identifying partners, determining roles, and scheduling events. Monthly conference calls were scheduled through February 2008. The August and September calls were held the third Thursday of the month. These calls continued the discussion on communities and event planning.

Partners
A review of the initially identified communities resulted in a change of plans on community partnerships. The planning group identified several communities that were not only members of the Institute for Quality Healthcare, but were also referral critical access hospitals to the UIHC. Additionally, one of the original partners is in the midst of an organizational staffing restructuring and the timing wasn't appropriate for external project work." Six sites have now been identified and we are working with the UIHC liaison to these sites who will put us in touch with the right person to work with on developing the program for their community. (see attached)

Training Materials
An outline of the four hour training session was developed for the train the trainer plan. This plan will be further developed by the planning group. (see attached)

The planning group determined that a *MedlinePlus* class would be offered at the public library if they are interested for either the staff or the community.

Media and Awareness activities

Zipperer developed a flyer about the project that can be used for a variety of marketing efforts. Bookmarks were made with the PPECA logo and URL. The flyer and bookmark were distributed at the annual Patient Safety meeting sponsored by the UIHC. (see attached)
A blurb was submitted to Mary Kay Sept 1 for the IAHQ newsletter. A longer article will be submitted for its January issue. A time frame for that text still needs to be set.
Professional community outreach activities - ideas and activities to date: Announcements of the funding have been submitted to the Medical Library Association's *MLA News* and the Special Library Association / Biomedical Division newsletter *BioFeedback*. Consumers Advancing Patient Safety (CAPS) distributed an e-blast announcement to their membership of approximately 3400 individuals and it resides on their website to gain additional exposure for the program. Outreach to the Institute for Safe Medication Practices (ISMP) has been made to determine vehicles to promote the 2008 programs to community pharmacists in the region PPECA-II is targeting. (see attached)

Events & Training
Linda and Brook exhibited at the UIHC-sponsored annual patient safety meeting for the state. Bookmarks, pens, and brochures were distributed to about twenty patient safety staff from hospitals around the state. The title of the meeting was: *Quality and Safety: Strength in Partnership*. The meeting was held on September 19, 2007 and had about 35 attendees.

Linda and Mindy met to begin planning for the PPECA II "kick off" program to be held at UIHC during national patient safety week. The event will be held on March 6th in the new nursing education center located at UIHC. Activities will include a PPECA training session for the public, a keynote and patient presentation to invited guests such as hospital administrators followed by a reception.

Lorri, Linda, and Mindy prepared for a meeting in Omaha during the Midwest/Midcontinental Joint Chapter meeting to talk about libraries and public health with other attendees. Comments from the session will be included in the next report.

Plans for next quarter
- Hold focus group at the Midwest MLA program to explore marketing and educational tactics related to public health professionals and librarians

- Promote PPECA-II at the Illinois Hospital Association "partnering with patients" collaborative session Oct 24th in Bloomington, Il.
- Finalize affiliates
- Meet with affiliates (hospital and public library)
- Set up times for program
- Public health and libraries discussion at Joint chapter meeting
- Order equipment
- Meet with public relations librarian at UIowa University Libraries
- Continue planning kick-off event for March
- Update PPECA site with kick-off meeting event information and updated readings and handout materials.

POTENTIAL PARTNERS	RELATIONSHIP W/UHC OR PROJECT TEAM	PRIMARY CONTACT AT HOSPITAL	PUBLIC LIBRARY IN COMMUNITY	NOTES
Henry County Health Center; Mount Pleasant	Affiliate	Ann Corrigan VP of Nursing	Yes: http://www.mountpleasantiowa.org/citysite/	Mary Kay submitted 7/2(Approximately 1 hour fro UHIC
Jefferson County Hospital; Fairfield	Affiliate	Deb Cardin VP of Nursing	Yes: http://www.youseemore.com/fairfield/default.asp	Mary Kay submitted 7/2(Approximately 1 hour fro UHIC
Keokuk County Health Center; Sigourney	Affiliate		Yes: http://www.keokukpl.org/	Mary Kay submitted 7/2(
Marengo Memorial Hospital; Marengo	Affiliate		Yes: http://www.librarytechnology.org/lwc-displaylibrary.pl?RC=16630	Mary Kay submitted 7/2(
Pella Regional Health Center; Pella	Affiliate; IQH	Ronda Reimer Special Projects Coordinator	Yes: http://www.cityofpella.com/librarybody.htm	** OF INTEREST Mary Kay submitted 7/2(Tanya liked this idea. Approximately 1.5 hours UHIC
Van Buren County Hospital (clinic in Keosauqua)	Affiliate	Dixie Daughtery Coordinates speaking/projects	Yes: clinic location http://www.keopublib.com/	Mary Kay submitted 7/2(Approximately 2 hours fr UHIC
Virginia Gay Hospital; Vinton	Affiliate		Yes: http://www.vintonlibrary.com/	Mary Kay submitted 7/2(

POTENTIAL PARTNERS	RELATIONSHIP W/UHC OR PROJECT TEAM	PRIMARY CONTACT AT HOSPITAL	PUBLIC LIBRARY IN COMMUNITY	NOTES
Washington County Hospital	Affiliate	**ON HOLD** They are in the midst of med records automation; just moved into their new facility; the DON is new and they are having HR challenges.	Yes: http://www.washlib.net/	** OF INTEREST May Kay submitted 7/20 discussed 7/20 as potentia location for first session location near UHC
Waverly Health Center; Waverly (Bremer, IA)	Affiliate; IQH	Rhonda Debuhr VP	Yes: http://city.waverlyia.com/Library.asp	** OF INTEREST Linda mentioned in prop May Kay submitted 7/20 and Jill will know people Approximately 2 hours fr UHIC
Wright Medical Center, Clarion	Affiliate	Tiffini Mericle VP	Yes: http://www.clarion-iowa.com/zope/clarion/business/bizview?cat=61&id=211	Mary Kay submitted 7/20 Approximately 2 hours fr UIHC
Jackson County Public Hospital; Maquoketa, IA	IQH		Yes http://www.maquoketapubliclibrary.com/	Linda mentioned in prop Tanya has some relations here
Regional Medical Center; Manchester	IQH		Yes: http://www.manchester.lib.ia.us/	Linda mentioned in prop Tanya said they
Iowa City Public library; Iowa City			http://www.icpl.org/; Carol Lovsin (ICPL)	May want to involve in th off at UHC; invite to part
Library Services cooperative			http://www.ilsa.lib.ia.us/	May want to involve in fe group or training or to he recruit libraries

Sample Session agenda: 4-hr PPECA training program

Session objectives
Workshop participants will be introduced to:
- Partnership concepts
- Baseline knowledge of patient safety through a module consumer awareness program
- Tools to implement a patient safety program

Welcome
Local representatives (hospital, library, session location)

Introduction (15 minutes)
Local representatives and project staff
- Safety as a public health need
- Why a train-the-trainer

Partnering for Patient Safety: Working in the Community. *This section will illustrate the call to action to get involved at the community level to raise awareness of patient safety issues in the community by program staff* (15 minutes).
- Power of community engagement
- Background on PPECA-Phase I
- Goals for PPECA-Phase II

Demonstration of Program Content: *This section will illustrate the program content through the delivery of the PPECA modules by program staff (1 hr):*
- Module 1: One Person's Story
- Module 2: A Context for and the Clinical Side of Safety
- Module 3: Armed with Information

Break with refreshments (15 minutes)

How can you do it? Tips on administration of a patient safety program: *This section will provide the nuts-and-bolts lessons learned on how to run a successful program using the PPECA materials by program staff (1.5 hr). This section will include some small group work to help build relationships between attending teams and members of the community..*
- Identifying partners in your community
- Communications
- Media
- Marketing
- Speaker orientation
- Logistics

Questions and closing

The Partnering for Patient Empowerment through Community Awareness (PPECA) initiative represents an innovative partnership effort to inform and educate consumers and librarians on patient safety awareness, a major public health concern. The Hardin Library for the Health Sciences, University of Iowa in collaboration with the University of Iowa College of Public Health and its Institute for Quality Healthcare, the University of Iowa Hospitals and Clinics (UIHC), Consumers Advancing Patient Safety and Zipperer Project Management has recently received NN/LM GMR funding to launch **Empowering Public Health / Patient Safety Outreach through Community Partnerships** or "PPECA II". This initiative will provide train-the-trainer opportunities for public health educators and program planners on the use of the PPECA community-focused patient safety consumer awareness model premiered in 2005. Five rural Iowa communities will be invited to participate in this phase of the project. The programs will be held in the Spring of 2008 for a multidisciplinary audience of librarians, consumers, public health employees and healthcare and hospital educators. CE credits for the events will be sought and a kick-off event for the program will be held at UIHC during National Patient Safety Week in March of 2008.

To support this new initiative, the PPECA program web site houses a, resource list, educational materials, presentation templates, video talks and a facilitator's guide for organizations who want to build similar partnerships to host patient safety awareness programs for consumers in their communities. For more information on the new initiative and to view and download the program materials, please visit: http://www.galter.northwestern.edu/ppeca/

The University of Iowa, University Libraries, Hardin Library for the Health Sciences has been a National Library of Medicine Resource Library since its inception and serves as an outreach library for Iowa. It serves as an ideal launch for this patient safety initiative and other health-related information programs. The library provides services to the five health sciences colleges on its campus (dentistry, medicine, nursing, pharmacy, and public health), the UIHC, and anyone in the State of Iowa. The library is known for its innovative use of technology, its outreach initiatives such as Hardin MD and the Iowa Public Health Info project. The library supports a publicly available Web site (http://www.lib.uiowa.edu/hardin) that provides useful electronic resources as well as

access to online searching, reference, interlibrary loan, and on-campus document delivery. The Hardin Library will provide the personnel and coordinate the networking to support PPECA II so that a community model for informing consumers about patient safety is broadly disseminated that can help engage Iowans in this important work.

For more information, please contact:
Lorri Zipperer, Cybrarian
Project Manager / PPECA-II
847-328-5075 phone
lorri@zpm1.com
http://www.galter.northwestern.edu/ppeca/

Press Release - Hospital-Library Program that Informs Consumers About Patient Safety Receives Continued Funding

CHICAGO, September 07, 2007 – Consumers Advancing Patient Safety (CAPS) is pleased to announce that a consumer-focused patient safety awareness program it helped initiate has received government funding for continued development.

The Partnering for Patient Empowerment through Community Awareness (PPECA) initiative represents an innovative collaboration among patient safety advocates, health sciences librarians, healthcare institutions, and public libraries. The Hardin Library for the Health Sciences, University of Iowa in partnership with the University of Iowa College of Public Health and its Institute for Quality Healthcare, the University of Iowa Hospitals and Clinics (UIHC), Consumers Advancing Patient Safety and Zipperer Project Management (specializing in patient safety information projects), received National Network of Libraries of Medicine, Greater Midwest Region funding to launch **Empowering Public Health ⁄ Patient Safety Outreach through Community Partnerships** or "PPECA II."

"PPECA is the first model for building patient safety awareness through community partnerships involving consumers, a public library and a healthcare institution," said Susan E. Sheridan, MIM, MBA, CAPS Co-founder and President. "One of the goals of CAPS is education of both consumers and providers to increase awareness about the role patients and families can play in improving the safety of their own care, and we are pleased to be part of this program."

This program will instruct public health educators and program planners on the use of the PPECA community-focused patient safety consumer awareness model premiered in 2005. In this phase of the work, five rural Iowa communities will be invited to participate in the project. The program will provide train-the-trainer workshops on hosting a consumer awareness program on patient safety. The programs will be held in the Spring of 2008 for a multidisciplinary audience of librarians, consumers, healthcare educators, hospital educators and public health employees. CE credits for the events will be sought and a kick-off event for the educational series will be held at UIHC during National Patient Safety Week in March of 2008.

For more information on the program, please visit:
http://www.galter.northwestern.edu/ppeca/

Or call:
Lorri Zipperer, Cybrarian
Project Manager / PPECA-II
Empowering Public Health / Patient Safety
Outreach through Community Partnerships
847-328-5075 phone
mailto:%20lorri@zpm1.com%20

Go Local Iowa Quarterly Report
July – September 2007

Chris Shaffer, Principal Investigator
Hardin Library for the Health Sciences
University of Iowa

Progress in relation to timeline, and estimate of when the site will be ready to launch

The Go Local Iowa Technical Manager position was filled in late July. The Technical Manager is becoming familiar with the NLM input system and developing training materials for content development. In consultation with partners, she has begun developing criteria for content inclusion and guidelines for data entry. Documentation and training materials are stored in ICON, the campus course management system. Expected launch date is March 31, 2008.

Current staff and their roles (once reported, only need to report changes)

Mary White, Project Coordinator, left the Hardin Library to pursue a Ph.D. Chris Shaffer will fill her position in the interim. Elizabeth Nummela, Technical Manager, began work on August 7, 2007. Ms. Nummela is a half-time graduate assistant and is pursuing a degree from the University of Iowa School of Library and Information Science. She has worked in several libraries and received a B.S. in Computing with an emphasis on Information Systems from Richmond, the American International University in London in 2006.

Work done to create the site

Approximately 3,700 partial records have been input into the database, covering 30 of the 40 priority 1 service terms. A student assistant position was advertised and candidates were interviewed. A hiring decision is expected in early October. The student assistant will work on data cleanup and verification.

Outreach and promotion efforts

An email list, IOWA-GO-LOCAL, has been created to share information with partners. As of September 30, 2007 there are 18 subscribers, mostly Iowa health sciences librarians.

Attachment 7
Subcontractor quarterly report

Health-E Illinois – A Go Local Project

Quarterly Report
For projects not yet available to the public

July 2007-September 2007
Submitted by Mary Klatt, Loyola University Health Sciences Library

Progress in relation to timeline, and estimate of when will be ready to launch

Goal 1: Continue to enter records into NLM database
O*ngoing*

During this period, reviewers began assigning service terms to records uploaded into the
Go Local database.

Goal 2: Continue to identify resources for inclusion in database
Completed

We continue down the priority list from subject to subject. We have nearly completed
Tier 1 & 2 areas.

Goal 3: Train new project staff in creating records & assigning geographic terms (e.g.,
city, county, and zip code) & subject headings per the Medline Plus/Go Local thesaurus.
Ongoing

As we have had changes in our staff, new staff members need to be trained on Go Local
procedures. Training continues as we hire remote reviewers to work on the project.

Goal 4: Continue Outreach activities

During July, the project created an address list (which we downloaded into a DYMO label
printer) of all public libraries in Illinois. An announcement of Health-E Illinois plus a flyer
for our outreach class was sent to every public library plus all the system headquarters.
Classes were arranged with many public library and some of the system libraries. Those
classes already taught are listed below in the Outreach section.

Ongoing

Goal 5: Launch Go Local
Phase 1 completed.

The launch took place on September 7, 2007. Betsy Humphries from the National
Library of Medicine attended along with the Health-E Illinois board members. A second
launch celebration is being planned for Springfield, Illinois on October 10, 2007. This
celebration will take place at the Illinois Department of Public Health.

Goal 6: Meet with the Health-E Illinois Advisory Board
Completed

The meeting was held on September 7, 2007. Below is the agenda for the meeting:

- Introductions
- Meeting new members of the team
- Current status of database
- Outreach activities
- Future activities

Current staff and their roles

In May, Tom Bartenfelder, Co-Project Manager, left Loyola to pursue other career opportunities but will remain on the project as a remote reviewer.

- Logan Ludwig – Principal Investigator
- Mary Klatt – Co-Project Manager, Outreach Coordinator & Reviewer
- Jean Gudenas – Co-Project Manger & Reviewer
- Dianne Olson – Reviewer
- Anthony Molaro – Co-Project Manager & Reviewer
- Samantha Meyer – Data entry
- Regina Zarilla – Administrative assistant & data entry
- Jan Behnke – Data Entry & Outreach
- Katie Posniak – Outreach & Reviewer
- Eileen Cooney – Reviewer
- Part-time night staff – Record checkers
- Tom Bartenfelder – Remote reviewer

Work done to create the site

Database Statistics as of September 1, 2007

- 392 Incomplete records
- 9, 873 approved records
- All priority one areas completed except for hospitals

Fundraising

The Library applied for an AT&T Excelerator Grant in the amount of $25,000.00 on May 2007. Grants will be awarded in fall, 2007. The Library continues to search for funding opportunities.

Outreach and promotion efforts

A promotional brochure was developed. Outreach programs were held.
- North Suburban Library System – September 13, 2007
- Messenger Public Library, North Aurora, Il – September 17, 2007
- Aurora Public Library – Aurora, Il September 18, 2007

Attachment 8
Subcontractor quarterly report

Evidence Based Public Health Nursing
Follow-Up Project

Library of the Health Sciences Peoria
University of Illinois at Chicago
Peoria, Illinois

Sandra De Groote
sgroote@uic.edu
Library of the Health Sciences Peoria
University of Illinois at Chicago
One Illini Drive, P.O. Box 1649
Peoria Illinois 61656
309-671-8494 (phone)
309-671-8495 (fax)

Nov 15, 2007
Quarterly Report 4 – August 2007 to October 2007

1. Executive Summary

   Six EBPHN workshops were offered in Peoria, Urbana, Rockford, Decatur, and
   Chicago. Work continued on developing more podcasts.

2. Description of Progress towards Major Objectives
   a. Administrative/ Planning Activities
      ➢ Registration for the EBPHN face-to-face workshops in Rockford (UIC),
        Urbana (UIUC), Peoria (UIC), Peoria (Methodist), Chicago (UIC), Decatur
        (Millikin) was completed. One hands-on session occurred in September
        and five in October. One online workshop was held.

   b. Collaborations/Partnerships
      ➢ Key members of the APHNE consortia notified its members of the Fall
        workshops.

   c. Publicity / Marketing Activities
      ➢ Earlier marketing was a success as all of the workshops to be offered in
        the fall (late September, October) filled up quickly. Little was done to
        further publicize them. Extra pamphlets were distributed at the workshops
        for attendees to distribute to their colleagues and take advantage of the
        online website and modules for CE credit.

   d. Product / Resource Development Activities
      ➢ Podcasts of the National Guidelines Clearinghouse, Cochrane, and DARE
        were created.
      ➢ Module 1 was updated.

> ➢ Handouts, powerpoints, and outlines of the workshops presentations were produced for the workshops.
> ➢ 6 Workshops were offered. Please see 4.b

    e. Site Visits. None to report

    f. Outreach Activities
      Online Module Use
        Below are the number of participants who completed a quiz for each module and the number of hits for the modules from August to October.
> ➢ EBPHN Home Page – 1292 hits
> Module Home Page –658 hits
> Module 1 - 27 participants completed quiz for CE, 340 hits
> Module 2 -21 participants completed the quiz for CE, 296 hits
> Module 3 - 18 participants completed the quiz for CE, 269 hits
> Module 4 - 18 participants completed the quiz for CE, 333 hits
> Module 5 - 18 participants completed the quiz for CE, 216 hits
> Module 6 - 18 participants completed the quiz for CE, 217 hits

Workshop Attendance

Location	Date	Hours	# attendees	Participant Information
Decatur	09/28/07	3	26	Health Care providers & Public Health Workers
Rockford	10/22/07	3	9	8 Health Care providers, 9 Public Health Workers
Chicago	10/23/07	3	21	12 Health Care providers, 12 Public Health Workers, 3 HS Librarian
Peoria	10/25/07	3	11	7 Health Care providers, 8 Public Health Workers
Urbana	10/26/07	3	17	2 Health Care providers, 16 Public Health Workers
Peoria	10/29/07	3	27	27 Health Care providers
Online	09/14/07	3	3	3 Health Care provider, 2 Public Health
Total		21	114	

    g. Web site developments activities
> ➢ Several updates were made to links on the EBPHN website.

3. Lonesome Doc/ Document Delivery Activities
> ➢ Workshop attendees were informed of Lonesome Doc/ Document Delivery services available through LHS Peoria and through the Department of Public Health in Springfield.

4. Evaluation Activities

    a. Online Tutorial Evaluations

Respondents earning CE credit were asked to evaluate how well the objectives were met using a Likert scale (1-Not at All; 2-To a Slight Extent; 3-To a Moderate Extent; 4-To a Great Extent)

I feel I have achieved the following objectives as a result of this educational activity:	Rating Average (out of 4)
OBJECTIVE #1: Online participants will demonstrate knowledge about evidence based practice in PHN.	3.77
OBJECTIVE # 2: Online participants will demonstrate proficiency in literature retrieval methods for evidence based practice.	3.71
OBJECTIVE # 3: Online participants will demonstrate proficiency in accessing print and electronic resources for evidence based practice.	3.68
OBJECTIVE # 4: Online participants will demonstrate proficiency in identifying and accessing databases for evidence based public health nursing interventions.	3.65

Respondents earning CE credit were asked to evaluate the teaching effectiveness of each module using a Likert scale (4, Good = 3, Fair = 2 , Poor = 1)

Teaching Effectiveness	Rating Average (out of 4)
Module I: Introduction to EBPHN Grant & PHN	3.48
Module II: PubMed	3.52
Module III: Evidence-based Resources for Public Health	3.55
Module IV: Critical Appraisal of the Literature: Part 1	3.39
Module V: Critical Appraisal of the Literature: Part II	3.42
Module VI: Strategies for Staying Current	3.35

b. In Person Workshop Evaluations

During the Workshops, attendees were asked to evaluate if the following objectives were met using a 4 point rating scale. (4 being To a Great Extent and 1 being Not at All)

1. Attending practitioners will demonstrate knowledge about evidence based practice in PHN
2. Attending practitioners will demonstrate proficiency in literature retrieval methods for evidence based practice.
3. Attending practitioners will demonstrate proficiency in accessing print and electronic resources for evidence based practice.
4. Attending practitioners will demonstrate proficiency in identifying and accessing databases for evidence based public health nursing interventions.
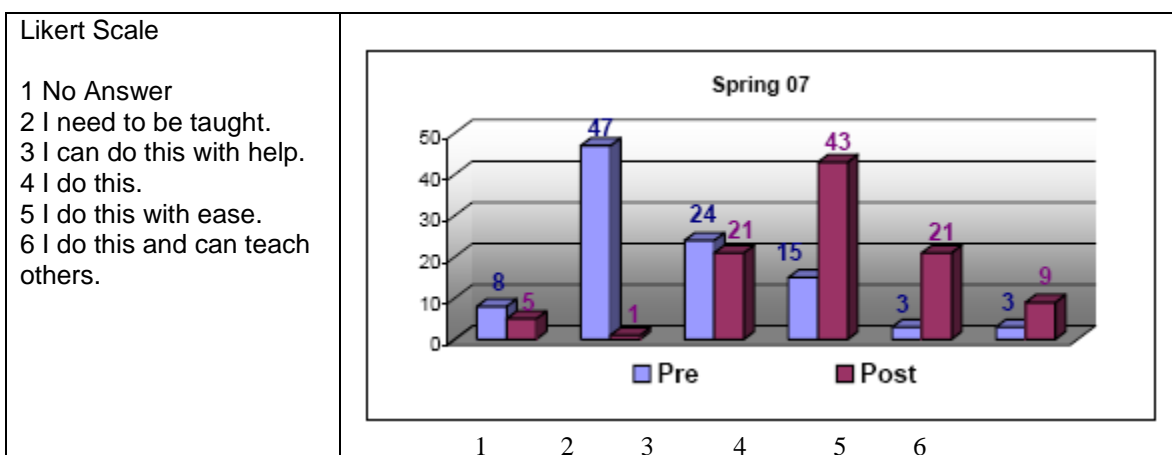
EBPHN Workshops	1	2	3	4
Milikin	3.82	3.78	3.78	3.83
Rockford	3.67	3.67	3.56	3.56
Chicago	3.56	3.61	3.44	3.56
Peoria	3.27	3.18	3.18	3.18
Urbana	3.38	3.56	3.44	3.44
Overall score	3.54	3.56	3.48	3.51

During the Workshops, attendees were also asked to complete pre and post tests rating their level of comfort with Evidence Based material before and after the workshop. Attendees were asked the following questions and were asked to rate them using the Likert Scale provided in the table below.

1. I am knowledgeable about evidence based public health practice

2. I am proficient in accessing print and electronic resource for evidence based practice
3. I am proficient in literature retrieval methods that result in finding the best evidence for most public health practice interventions
4. I am proficient in identifying and accessing databases for evidence based public health practice.

| Likert Scale

1 No Answer
2 I need to be taught.
3 I can do this with help.
4 I do this.
5 I do this with ease.
6 I do this and can teach others. | |

Results: 52% increase in the proficiency level of EBPH Workshop participants.

Pretest = 55% felt they needed to be taught or helped. 37% felt they could do this, with ease, and teach others.
Posttest = 89% felt they could do this, with ease, and teach others. 10% felt they still may need some help.

5. Problems / Corrective Actions
   a. None to report.

6. Lessons Learned/ Significant Feedback

   a. The workshops reached full capacity quickly. However, several that registered during the May and June workshops did not show up, meaning some that wanted to attend could not because registration had been full, although attendance was not 100%. All workshops were overbooked this quarter in anticipation that some would not show up.

7. Goals for Next Month
   a. Complete production of PodCasts and upload to website.
   b. Add information on email alerts to the Keeping up with Public Health News and Information webpage.
   c. Complete consumer health resources page.
   d. Further populate the EBPHN digital repository.
   e. Develop follow-up survey of attendees to evaluate the success of putting their training into practice, and to determine future needs.
   f. Complete application for MLA CE Credit for Librarians.
   g. Edit EBPHN brochure to assist with sustainability of project once funding is complete.

8. Reports of Training/ Demonstration Sessions and/or Exhibit Reports
   Please see 4.b

Summary of Expenditures

        Travel
To Rockford, next Chicago, & back to Peoria
                Hotel (1 night hotel; De Groote) & Mileage $370.58
To Urbana & back to Peoria
                Hotel (1 night hotel; Dorsch) & Mileage $164.23
                Mileage (De Groote) $ 91.18

                Total $625.99

        General Services
            Camtasia – 1 copy $179.00
            Folders & Labels $75.43
            6 reams paper $28.27
            Portable screen $409.00

            Total $691.7

Total for Quarter   **$1317.69**

A copy of the budget is attached: budget.xls

Appendix

A copy of the flyers and handouts were submitted last quarter. They have not changed significantly. Please see Quarterly Report 3 for handouts and flyers.

Evidence Based Public Health Nursing
Follow-Up Project

Public Health Subcontract

Library of the Health Sciences Peoria
University of Illinois at Chicago
Peoria, Illinois

Submitted by:
Sandra De Groote, Principal Investigator
sgroote@uic.edu
Library of the Health Sciences Peoria
University of Illinois at Chicago
One Illini Drive, P.O. Box 1649
Peoria Illinois 61656
309-671-8494 (phone)
309-671-8495 (fax)

Final Report
Oct 1, 2006 to Nov 30, 2007
Dec 21, 2007

9.   **Executive Summary: Major Accomplishments**

The primary goal of the "Evidence-Based Public Health Nursing (EBPHN) Follow-up Project" was to improve the skills of public health nurses in finding and evaluating evidence and enhance their access to information to support evidence-based practice. Online tutorials, web-based seminars, and in-person workshops were offered. Information technologies including desktop document delivery, podcasts, RSS feeds, a digital repository of graduate nursing research products, and the EBPHN gateway (http://ebphn.lib.uic.edu) were promoted to increase access to critical information for population-based decision-making.

Through the following major activities:
- ➢ enhancement of and further development of the EBPHN website
- ➢ training in the use of, promotion of, and development of a webpage related to RSS Feeds and Podcasts in public health
- ➢ the development of short educational enhanced podcasts
- ➢ revised, updated, and modified online modules
- ➢ revised and updated face-to-face workshops

the project increased public health nurses' knowledge and skills in finding and evaluating evidence, promoted increased access to the evidence base with the use of new information technologies and application of public health informatics, fostered partnerships with public health nurses throughout the state, and increased access to recognized healthcare databases, especially those of the National Library of Medicine.

This project contributed to developing an educated public health work force that is knowledgeable about the research that forms the evidence base in public health. Evaluations show that the face to face hands-on sessions were effective in increasing public health nurses' knowledge and skills in finding and evaluating evidence. Likewise, evaluations of the online modules have been positive and quiz results show knowledge gain. Our goal was to bring these educational opportunities to public health nurses throughout Illinois and to also promote the online modules and web site to public health nurses throughout the country.

10.   GEOGRAPHIC REGION/COUNTIES:

The project impacted the entire state of Illinois, which has 102 counties served by 95 local public health departments. The website and online modules extended the reach of the project beyond Illinois.

11.   Collaborations/ Partnerships:

UIC Library of the Health Sciences-Peoria
LHS-Peoria was the organization primarily responsible for project implementation including web page design and development, development of online modules, tutorial interface improvement, instruction for hands-on workshops, database development, and overall project coordination. LHS-Peoria will continue to support project objectives by maintaining the EBPHN website, updating resource pages, revising and updating instructional modules, and hosting the EBPHN Digital Library. The Library plans to promote the EBPHN website and sponsor additional training sessions.

UIC College of Nursing Peoria Regional Program
The CON's "Advancing Public Health Nursing Education (APHNE) in Illinois" project was the impetus for the EBPHN project. The APHNE consortia helped to advertise and promote the workshops throughout the state. A CON member developed one of the modules and was a co-

presenter at the workshops. The CON was the contact for two nursing schools that requested we present the workshop at their institution – the Methodist College of Nursing in Peoria and the College of Nursing at Millikin University in Decatur, Il. The UIC CON will continue to solicit submissions to and coordinate the editorial review process of the EBPHN Digital Library.

UIC Library of the Health Sciences-Rockford & Urbana
UIC LHS-Rockford and Urbana faculty served as instructors for the Rockford and Urbana workshops. Urbana faculty and staff developed several podcasts for the project.

12. TRAINING

Two forms of training were provided: hand-on workshops and online modules.

A)   Workshop Attendance (In-Person Sessions and Online Webinars)

Location	Date	Hours	# Attendees	Participant Information
Effingham*	04/18/07	1	24	Health Care providers & Public Health Workers
Peoria	05/10/07	3	9	Health Care providers & Public Health Workers
Urbana	05/16/07	3	13	9 Health Care providers, 9 Public Health Workers, 1 HS Librarian
Rockford	06/05/07	3	9	7 Health Care providers, 1 Public Health Workers, 1 HS Librarian
Moline	06/06/07	3	2	2 Health Care providers, 2 Public Health Workers
Chicago	06/07/07	3	15	11 Health Care providers, 11 Public Health Workers, 1 HS Librarian, 1 Public Library Staff
Burr Ridge	06/08/07	3	10	7 Health Care providers, 6 Public Health Workers, 1 Public Library Staff
Online	07/10/07	3	3	3 Health Care provider, 2 Public Health
Online	09/14/07	3	3	3 Health Care provider, 2 Public Health
Decatur Millikin U	09/28/07	3	26	Health Care providers & Public Health Workers
Rockford	10/22/07	3	9	8 Health Care providers, 9 Public Health Workers
Chicago	10/23/07	3	21	12 Health Care providers, 12 Public Health Workers, 3 HS Librarian
Peoria	10/25/07	3	11	7 Health Care providers, 8 Public Health Workers
Urbana	10/26/07	3	17	2 Health Care providers, 16 Public Health Workers
Peoria Methodist CON	10/29/07	3	27	27 Health Care providers
Total		**43**	**199**	

* Illinois Rural Health Association

B)   Online Tutorial: composed of six online modules. An impressive number of individuals completed the online modules. Each takes approximately thirty minutes to complete. A total

of 3.6 contact hours can be earned from the Illinois Nursing Association. Online modules are found at: http://ebphn.lib.uic.edu

MODULE	NUMBER OF PARTICIPANTS COMPLETING QUIZ *	NUMBER OF HITS
Module 1	186	2385
Module 2	120	1139
Module 3	103	940
Module 4	100	1299
Module 5	95	1084
Module 6	96	921
Total	**700**	**7768**
Total Persons Earning Credits: **85**		Average Hits per Module: **1295**

* Participants taking the modules also had to complete a quiz for each module in order to earn CE credit. Many individuals completed the modules but chose not to apply for CE credit. It is not possible to tell if the individuals who clicked on the modules actually viewed the entire module.

13.   Training Sites

Workshops were held in each of the five APHNE consortia locations found in the upper two-thirds of Illinois – Chicago, Rockford, Quad Cities, Peoria, and Urbana and also in Decatur and Burr Ridge. These workshops were held in university/college and library system computer labs. Individual computers with Internet access were available to participants for hands-on training. Participants attending were public health nurses from academia and practice from surrounding counties. The workshop held at the Illinois Rural Health Association Annual Meeting in Effingham was a lecture/demonstration without a hands-on component.

14.   Exhibits

Lyons, R., Dorsch, J., Baldwin, K., & DeGroote, S. Accessing and navigating the evidence base of public health nursing. Poster presentation at the 2007 Public Health Nursing Summit meeting, April, 2007, Springfield, IL.

Lyons, R., Dorsch, J., & DeGroote, S. Finding the best evidence: Information resources for rural health. Oral presentation at the 134th Illinois Rural Health Association Annual Meeting. Effingham, IL Twenty-four were in attendance at a one hour workshop presentation on Evidence Based Public Health. The overall impression is that it was a success with 17.6% "good", 35.3% "very good", and 47.1% "excellent."

15.   Resource materials:

Promotion / Marketing

A pamphlet was created promoting all aspects of the EBPHN project including the workshops, the website, the online tutorial, the online resources, and the thesis database. Multiple copies were sent to all of the public health departments in Illinois and the Illinois School Nurses Association.

An additional flier was created to specifically promote the workshops. These fliers were sent to APHNE members and taken to various conferences including the Public Health Nursing Summit occurring concurrently with the Illinois Public Health Association's annual meeting. The flier was distributed via email to all APHNE Investigators and APHNE Consortia members. Several of these individuals forwarded the email to their colleagues.

Information about the workshops was also promoted on the EBPHN website and registration for the workshops was handled through the website.

Training Material
- Handouts, PowerPoint presentations, and outlines of the workshops were developed for the hands-on workshops. Several training materials from the NLM were also used:
  - Developed Material included (all materials were submitted with the quarterly reports):
    - An Introduction to Public Health Nursing (power point)
    - How to read an article (power point)
    - Keeping Current in Public Health – handout on RSS Feeds, PodCasts, Journal Alert Services, and Database Alert Services
  - Material developed by the NLM and found in the NTCC Educational Clearinghouse included:
    - PubMed Basics
    - Searching PubMed with MeSH
    - PubMed – My NCBI
    - Public Health materials from the NLM

Web-Based Training Materials
- The EBPHN modules that were created in the previous EBPHN grant cycle were updated. All of the existing modules were reorganized, updated for content, and interactive components were added. The modules, found at http://www.uic.edu/depts/lib/projects/ebphn/modulesmain.html are:
  - Introduction to Evidence Based Public Health Nursing
  - PubMed: The Basics
  - Evidence Based Resources for Public Health
  - Critical Appraisal of the Literature (Part 1)
  - Critical Appraisal of the Literature (Part 2)
  - Web Services for Keeping Current (RSS Feeds, email alerts)
- Modules were submitted to the NTCC Educational Clearinghouse December 18, 2007.

16.   Web sites:

The project website is found at http://ebphn.lib.uic.edu. The site was designed and developed by the Library of the Health Sciences-Peoria and will continue to be maintained and updated by this library. The logo incorporates the name of the project and includes links to the project partners.

Use of the website continues to be high as shown by web log statistics.

Cumulative EBPHN Webpage Stats - Oct 2006 to Nov 2007

Homepage / webpages	2006			2007											Total
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	
/depts/lib/projects/ebphn/	358	401	323	612	425	500	552	465	496	470	425	411	456	391	6285
/depts/lib/projects/ebphn/about.html	43	59	58	105	56	93	89	74	70	71	62	44	60	52	936
/depts/lib/projects/ebphn/findinfo1.html	85	110	80	168	156	146	166	141	153	118	97	110	119	107	1756
/depts/lib/projects/ebphn/guidelines.html	46	72	45	66	84	84	73	65	68	53	45	56	49	55	861
depts/lib/projects/ebphn/keepingup.html	N/A	N/A	N/A	N/A	N/A	N/A	N/A	75	139	82	91	83	119	84	673
/depts/lib/projects/ebphn/phdatabases.html	48	105	47	90	109	80	67	79	79	69	58	58	64	60	1013
/depts/lib/projects/ebphn/phwebsites.html	60	178	57	76	114	95	89	111	152	74	76	113	66	107	1368
/depts/lib/projects/ebphn/statistics.html	53	63	51	53	82	72	73	75	63	59	54	47	65	63	873
/depts/lib/projects/ebphn/train1.html	62	83	74	95	87	63	62	56	57	49	38	31	34	36	827
/depts/lib/projects/ebphn/train2.html	32	41	41	44	41	32	34	33	44	37	28	25	20	21	473
/depts/lib/projects/ebphn/modulesmain.html	141	261	162	317	350	1011	461	194	213	231	143	279	236	140	4139

Total: 19204

17.   DOCUMENT DELIVERY & REFERENCE SERVICES:

➢ Loansome Doc services offered by UIC and the IDPH Resource & Training Center were promoted, although we have little evidence of their use.

➢ UIC's *Ask A Librarian* services was also promoted. Because of the distributed nature of this online reference service (librarians at all of the UIC libraries provide coverage for the service), project administrators were unable to track whether or not public health nurses had used the service during the project duration. This is a free service, with a link on the EBPHN web page, that will continue to be offered and promoted.

18.   APPROACHES & INTERVENTIONS USED:

A. Enhance the EBPHN project website that provides a gateway to EBPHN resources for public health, the evidence-based tutorials created and revised for the project, and a digital repository of Evidence-Based Public Health Nursing research projects.

➢ A website, created as a unique resource for PHNs, was revised and updated for this project. Additional webpages were created focusing on links to public health RSS feeds and podcasts.
➢ The web site design provides an easily recognized "brand" for the project which will help in future promotion of the site as a gateway for public health nurses' information needs.
➢ The site also serves as a gateway to the online modules which provide continuing education opportunities.

B. Create Enhanced Podcasts

➢ Enhanced Podcasts were created to provide small discrete audio and visual descriptions of key resources. The idea behind this was to provide public health nurses with quick visual description of resources so they may quickly learn about the resource prior to using it. In addition, it was to introduce public health nurses to a new technology for distributing information.
➢ Podcasts created included:
    o AHRQ (Agency for Health Care Research and Quality)
    o CDC Wonder
    o Cochrane
    o Community Solutions to Health Disparities
    o DARE (Database of Abstracts of Review of Effectiveness)
    o Healthfinder
    o MedlinePlus
    o RSS Feeds- How to manage
➢ The podcasts were originally being created with Profcast but this did not allow for step-by-step screen captures. Production of podcasts was switched to the latest version of Camtasia which allowed for the output of Podcasts that could be uploaded to iTunes. The development of the podcasts was a success from the prospective of a viewer watching the Podcast from a video iPod. However, viewers watching the Podcasts using the iTunes software on a computer would find the visual image grainy if the video was enlarged. Further experimentation in perfecting the development of the Podcasts is required for satisfactory viewing in multiple media formats.

C. Develop and further improve instructional modules:

➢ All existing modules from the previous project were updated to reflect updates and changes in the resources covered (i.e. PubMed interface has changed). In addition, several were

developed to be more interactive and relevant to practice and provided more in-depth instruction in finding, evaluating, and disseminating evidence-based information.

➢ A new tutorial was designed outlining web services for keeping current in public health.
➢ 85 nurses have completed all the modules. Each received 3.6 CEU hours from the Illinois Nursing Association (INA). A total of 700 individual modules have been completed.

D. Develop and make available Evidence Based Public Health Nursing (EBPHN) Workshops

➢ The EBPHN workshops were successful in reaching 200 public health nurses and health care workers. These workshops were all held in computer labs allowing attendees the opportunity for hands-on learning.
➢ The first round of workshops were so well attended and effective that a second round was offered. This was possible through a 2-month extension to the subcontract.

E. Evidence Based Public Health Nursing (EBPHN) Online Webinars

➢ The EBPHN workshops were successful in reaching only 6 public health nurses and health care workers.
➢ Although 25 individuals signed up for the workshops that were offered in the online format, only 6 attended. It is unclear if low attendance was a result of technical issues encountered in using the online meeting software. It was anticipated that removing the travel barrier would result in high attendance. Further evaluation is required to determine the reasons for the lower than expected registration and turn-out.

F. Digital Repository

➢ Only one population-focused graduate paper from an Illinois public/community health nursing program was posted ruing the time period of the project. All submitted materials go through a Editorial review process/ board. It has been suggested that although students don't mind sharing their thesis, because the students are happy to finally have completed their program, they don't have the interest to personally submit their material to the board or fill out paper work agreeing to share their work. Creating an online submission form might assist with this process and increase participation.

G. Offer desktop document delivery through fee-based Loansome Doc contracts.

➢ Loansome Doc proved ineffective for this group. Anecdotally we know that time and expenses are the main barriers.

19.   Evaluation

Outcome measures were based on pre-test, post-test, and follow-up post-test evaluations of both the online tutorial and the hands-on workshops.

Overall Online Tutorial Evaluation
(1-Not at All; 2-To a Slight Extent; 3-To a Moderate Extent; 4-To a Great Extent)

Objectives: How did participants feel about their achievement of the following objectives as a result of the tutorial.:	Not at All	To a Slight Extent	To a Moderate Extent	To a Great Extent	Rating Average
OBJECTIVE #1: Online participants will demonstrate knowledge about evidence based practice in PHN.	0.0%	0.0%	25.0%	**75.0%**	3.75
OBJECTIVE # 2: Online participants will demonstrate proficiency in literature retrieval methods for evidence based practice.	0.0%	0.0%	31.3%	**68.8%**	3.69
OBJECTIVE # 3: Online participants will demonstrate proficiency in accessing print and electronic resources	0.0%	0.0%	34.4%	**65.6%**	3.66

for evidence based practice. OBJECTIVE # 4: Online participants will demonstrate proficiency in identifying and accessing databases for evidence based public health nursing interventions.	0.0%	0.0%	37.5%	**62.5%**	3.63

The evaluations show that participants felt they achieved the objectives of the tutorial to a moderate/great extent.

Rate the teaching effectiveness of the online tutorial.	Response Percent (Response #)
Poor	0.00% (0)
Fair	5.00% (4)
Good	53.00% (45)
Excellent	42.00% (35)

Overall Impact of the Hands-on Workshop

At the EBPHN workshops, objectives and sub-objectives were evaluated by participants using a Likert Scale from 1 to 5 (1 = a need to be taught and 5 = knowledge and an ability to teach the skill to another). In the pretest, participants indicated their lack of knowledge about EBPHN and their lack of proficiency for locating and accessing the evidence; however, by the end of the session their level of expertise increased. The workshops included the content from four of the six modules from the EBPHN Online Tutorial located on the EBPHN website (http://ebphn.lib.uic.edu).

	Need Help or Be Taught	Can do with Ease and Teach Others
Pretest	60%	32%
Posttest	14%	83%
Overall results		**52% increase in proficiency**

Overall Impact of the Hands-on Workshops and the Online Tutorials

6 months after participants completed the online tutorials or attended a workshop, they were sent an online post evaluation form. In April, another email will be sent to participants who attended the workshops in September and October. Below are the results of 44 participants who attended the workshops in May, June, or July or completed the tutorial by July 2007.

I am knowledgeable about evidence based public health practice:	I need to be taught about this	I do or can do this with help	I do or can do this	I do this with ease	I do this and can teach it to others
1. I can define the term evidence based practice	0.0%	18.2%	**36.4%**	**25.0%**	**20.5%**
2. I can describe the paradigm shift in public health nursing	2.3%	32.6%	**32.6%**	**18.6%**	**14.0%**

74% indicated that they were able to define and describe evidence based practice and the paradigm shift.

I am proficient in accessing print and electronic resources for evidence based practice.	I need to be taught about this	I do or can do this with help	I do or can do this	I do this with ease	I do this and can teach it to

					others
1. I can identify web-based portals for evidence based public health practice.	6.8%	20.5%)	**38.6%**	**20.5%**	**13.6%**
2. I can identify the types of resources for evidence based public health practice.	7.0%	18.6%	**37.2%)**	**23.3%**	**14.0%**

74% indicated that they could identify web-based resources for evidence based public health practice.

I am proficient in literature retrieval methods that result in finding the best evidence for most public health practice interventions.	I need to be taught about this	I do or can do this with help	I do or can do this	I do this with ease	I do this and can teach it to others
1. I am proficient in retrieving literature using PubMed, PHPartners, etc.	6.8%	27.3%	**29.5%**	**27.3%**	**9.1%**
2. I am knowledgeable in the scope, controlled vocabulary, and limits features of literature retrieval.	4.5%	31.8%	**36.4%**	**20.5%**	**6.8%**
3. I can identify appropriate methodology with varying levels of evidence when critically appraising an article as valued.	4.5%	31.8%	**34.1%**	**18.2%**	**11.4%**

64% indicated that they were proficient in literature retrieval methods.

I am proficient in identifying and accessing databases for evidence based public health practice.	I need to be taught about this	I do or can do this with help	I do or can do this	I do this with ease	I do this and can teach it to others
1. I can identify an evidence based database.	11.4%)	15.9%)	**43.2%**	**22.7%**	**6.8%**
2. I can describe how to access various evidence based databases.	11.6%)	18.6%	**34.9%**	**27.9%**	**7.0%**
3. I can identify participating libraries for evidence based databases.	14.0%	23.3%	**34.9%**	**23.3%**	**4.7%**

69% indicated that they were proficient in identifying and accessing databases for evidence based practice.

20.   Problems or barriers encountered:

➢ Learning how to produce podcasts originally proved to be a more difficult process then expected. The process was greatly simplified when the Camtasia software provided a simple method to produce recordings as podcasts. Making podcasts of high quality for viewing both online and on an iPod was not as successful as hoped. The concept is a good one, and has great potential, but a few adjustments need to be made for this to be more effective. Additional experiments and reproduction of the podcasts will be done to perfect the podcasts for this project.

➢ It appeared that no matter how much we overbooked our "full" workshops, we still had absenteeism, which meant that someone who had wanted to attend wasn't able to. It is

possible that charging a nominal fee, that would be returned if a registrant showed up, might have enticed registrants to attend.

> Looking at the comments on the evaluations, we should have made clear in the course description that participants needed a minimal understanding of computer functions and Internet navigation. Some individuals felt we assumed too much about their competency with these skills.
> We didn't anticipate how well-received the workshops would be. Additional workshops are clearly needed and may require future funding.

21. **Continuation Plans**

> The website will be maintained and updated as needed.

> The online instructional modules will be updated on a regular basis by LHS-Peoria. LHS-Peoria will also explore the possibility of adding advanced modules. Nursing contact hour credits for online modules will be administered by the UIC CON at Peoria. Medical Library Association CE credits have been applied for and these CE credits will be administered by LHS Peoria.

> LHS-Peoria will work with APHNE and other nursing organizations to present additional workshops to interested parities. Future workshops will be offered on a cost-recovery basis unless other funding is found.

> The EBPHN Digital Library will remain a part of the UIC Library Institutional Repository, administered by LHS-Peoria.

> All project partners will continue to promote the website and online modules. The aim will be to continue to extend the impact of the project.

> UIC CON will solicit submissions for the EBPHN Digital Library database within Illinois and beyond.

22. **Impact**

> Increased competence of the Public Health Nursing workforce is an area of national concern. Outcome measures of the workshops and the online tutorials reported a significant increase in proficiency among participants which impacted their ability to access and retrieve the evidence. The online modules allow the public health work force free access to self-paced continuing education without the need to travel. Both the in-person sessions and the online modules were positively received and resulted in improved knowledge and increased awareness of population-based evidence.
> LHS and the APHNE consortia have been positively impacted in that others recognize the efforts and expertise these two groups offered.
> The workshops proved to be an effective recruiting tool for the UIC CON master's program in nursing.
> Library personnel greatly benefited by developing new skills gained in creating tutorials and podcasts. Also, the librarians gained greater expertise in PH resources.

23. **Recommendations for Improvement**
> Stress with workshop attendees the availability of the online tutorials as a way to reinforce skills learned.
> Offer a follow-up workshop so attendees have an opportunity to ask specific questions once they have returned to work and attempted to apply their new knowledge and skills.
> Provide an online tutorial on computer basics or have a computer basics session prior to the start of the workshops for those who need them so they are more comfortable navigating on the Internet during the hands-on sessions.

> ➢ Pre-assessment to better anticipate the demands for instruction.

Overall, the goals and objectives of this project were met. Providing hands-on workshops and self-paced online tutorials was most effective in implementing and meeting the goal of educating public health nurses and other public health professionals.

If there was anything we would change if we repeated the project, it would be to start offering the workshops earlier in the project period so that more could have been offered overall. Also, we would have done more to target the nursing schools, particularly in lower socioeconomic areas, and offer to come and provide the workshops at the colleges. We were invited to present at two colleges of nursing and had not anticipated that there was a need for educational sessions at this level. However, we feel that we did a maximum number of presentations given our time and travel budget allowances.

In addition, the co-operative spirit of all those involved in the project and the evident need of participants for knowledge about the public health evidence base contributed to its success.

Further evaluation of the project will result in publications in the professional nursing, public health, and library literature.

Title of Project: *Making Connections: Partnering with Parish Nurses to Improve Access to Health Information in Milwaukee's Central City*

MCW Libraries, Medical College of Wisconsin
8701 Watertown Plank Road
Milwaukee, Wisconsin 53226

Report submitted by: Sue Coenen
MCW Libraries
8701 Watertown Plank Road
Milwaukee, WI 53226
(414) 456-8427
Fax (414) 456-6532

Quarterly Report #3 for Health Disparities Subcontract
Inclusive Dates: August 1, 2007 – October 31, 2007

Submitted November 15, 2007

NARRATIVE DESCRIPTION

1. Executive Summary

      We are carrying out this Health Disparities subcontract project to improve access to reliable health information to people living in Milwaukee's central city in Medically Underserved Areas. To meet our objectives, we are working with eight parish nurses who serve ten parishes in Milwaukee's central city. This quarter, the nurses received LCD projectors from an Outreach Express Award. The projectors are helping the nurses more fully utilize the laptops and training that they received as part of this subcontract. In addition, while delivering the LCD projectors, MCW Libraries' Outreach Librarian, Sue Coenen, was able to work with the nurses to review MedlinePlus, PubMed, and to teach them how to use PowerPoint to create presentations for groups. It also gave the parish nurses another opportunity to get assistance with laptop questions. The speakers on the laptops were not loud enough for some of the nurses' clients to hear, especially when the LCD projectors were being used, so speakers were also purchased delivered to the nurses during this quarter. The two nurses who did not receive an LCD projector this quarter also met with Sue Coenen for training on consumer health resources and to answer questions about using their laptops. In addition, three more of the parish nurses ordered consumer health books from their $75 allotment, bringing the total to six who have now spent their $75 consumer book allotment.

2. Description of Progress toward the Project's Major Objectives

a. Administrative/Planning Activities:

      The eight nurses involved in this project are very busy, and the nature of their work often makes scheduling appointments in advance difficult. To accommodate each nurse's schedule the MCW

Libraries' Outreach Librarian, Sue Coenen, went to the parish nurses' offices to make deliveries and to work with them on learning/reviewing PubMed, MedlinePlus, PowerPoint, and some other consumer health resources. A cover letter and survey form was sent to the nurses in the mail at the beginning of October to request a "report" by November 5th to include the nurses' feedback in this report to the NN/LM GMR. When only half of the reports were returned by the November 5th date, Sue Coenen sent out an email reminder to the other half requesting the information by November 13th. As of November 14th, seven of the eight reports were received. (Please see attachment #1 for the survey form.)

b. Collaborations/Partnerships

This project is a collaborative effort with the eight parish nurses named in the grant. Jeff Luecke (St. Michael's,1445 N. 24th St.), Teresa Flaherty (Our Lady of Divine Providence, 3055 N. Fratney St. & 2600 N. Bremen), Linda Radder (Cross Lutheran, 1821 N. 16th St.), Julie Pekarske (Capitol Drive Lutheran, 5229 W. Capitol Dr.), Julia Means (New Life Presbyterian, 3276 N. Palmer St. and Ebenezer Church of God in Christ, 3121 N. Martin Luther King Dr.), Marcia Isherwood (Gesu, 1210 W. Michigan), Wanda Nye (St. Adalbert, 1923 W. Becher St), and Marge Hendrickson (Prince of Peace, 1126 S. 25th and Ascension Lutheran, 1236 S. Layton Blvd.).

c. Publicity/Marketing Activities

The eight parish nurses named in this project have all learned about MedlinePlus, PubMed, and the MCW Library resources and services which are available to the public as a result of this subcontract. Some have used MedlinePlus and PubMed with their clients and have showed the MedlinePlus Web site to them as well. At the Joint meeting of the Midcontinental and Midwest Chapters of the Medical Library Association, Sue Coenen presented a poster to share the project with other librarians. For a MedlinePlus training session that is to be held Sunday, December 9th at Teresa Flaherty's parishes, Sue Coenen designed and printed off 25 colored flyers for distribution to promote the class. Teresa will also put a notice in the church bulletin.

d. Product/Resource Development Activities

Sue Coenen created a handout for the nurses explaining how to make a basic PowerPoint presentation and used this when teaching the nurses how to create slides. While working with them, some wanted more information on adding animation and inserting images, so in early October, Sue Coenen created two additional handouts on PowerPoint and emailed them to the nurses as attachments. She also offered to help the nurses put together their presentations in-person or via emails back and forth, but as of this report, no one has requested such assistance. (See attachment #2 in the appendix for the three PowerPoint directions sheets.)

Two of the nurses were looking for Web sites that allow users to keep a food diary, so a handout was put together with information on some useful sites and was emailed to all eight nurses (appendix item #3). In addition, some nurses expressed an interest in learning about additional consumer health sites, so a listing of some other Web sites was created and distributed (appendix item #4).

e./f. Site Visits and Outreach Activities

Sue Coenen traveled to various churches during this reporting period to deliver LCD projectors (received from the Outreach Express Award), laptop speakers, some consumer health books, and to teach the nurses how to use PowerPoint 2007 and to review MedlinePlus, PubMed, and point out some additional health Web sites. She also reminded the nurses who hadn't yet ordered consumer health books of their $75 allotment and gathered information from them about topics of interest to give them more assistance in choosing books. Wanda Nye requested recommendations for books in Spanish, Julia Means asked for a diabetes DVD with the $22 she had left, and Linda Radder requested self-help book ideas for her women's support group. Sue Coenen used book reviews and recommended reading lists to come up

with purchase recommendations for the three nurses. All the nurses were also reminded that they could request a MedlinePlus presentation at their parish, but only one has done so. It is scheduled for Sunday, December 9th. Another nurse requested a MedlinePlus exhibit during a flu shot clinic on Sunday, November 11th.

Below is a chart of outreach activities related to this project for this reporting period.

8/21/2007	St. Michael Church	LCD delivery, PowerPt, picture mgr, CD w/patient handouts	Jeff Luecke
8/22/2007	St. Adalbert Church	MedlinePlus tutorials, patient handouts, PubMed	Wanda Nye
8/27/2007	Prince of Peace Church	LCD, PubMed patient handouts, Not finished	Marge Hendrickson
8/30/2007	Prince of Peace Church	how to use the LCD, review of PubMed, PowerPt	Marge Hendrickson
9/27/2007	Capitol Drive Church	picture manager, MedlinePlus, patient handouts saved	Julie Pekarske
10/1/2007	St. Adalbert Church	deliver speakers, laptop questions, patient handouts	Wanda Nye
10/8/2007	Old St. Mary Church	deliver speakers, PowerPoint, patient handouts	Teresa Flaherty
10/9/2007	Cross Lutheran Church	PowerPt demo, inserting pics, LCD/speaker delivery	Linda Radder
10/11/2007	Ebenezer Church	PowerPt demo, inserting pics, LCD/speaker delivery	Julia Means

g. Web site development activities—not applicable

h. Exhibits—not for this period

3. Loansome Doc/Document Delivery Activities—No nurses used the Loansome Doc service to request articles from August 1-October 31, 2007.

4. Evaluation Activities

To provide some feedback during this project, the nurses are being asked to complete three progress reports during the subcontract project period. Below are the results for the third quarter reports, which were submitted by seven of the eight parish nurses.

For the first question on the survey, the nurses were given a list of health topics and asked which ones they had researched in MedlinePlus. The list of topics is below along with how many nurses indicated that they had looked up health information on that particular subject.

Alcohol and Other Substance Abuse and Addiction = 1
Alzheimer's disease = 1
Arthritis = 1
Cancer = 2
Death and dying issues = 1
Diabetes = 4
Heart disease = 4
HIV/AIDS = 0
Hypertension = 5
Mental Health and Mental Disorders = 4
Nutrition = 5
Overweight, Obesity, and Lack of Physical Activity = 4
Prenatal care = 1
Reproductive health = 3
Stroke = 2
Smoking cessation = 2
Weight control = 3

For question two on the survey, when asked, "Are there other health topics you remember looking up in MedlinePlus? If so, please list what you can remember below," the other topics and/or uses of MedlinePlus mentioned by the nurses included:

….stress relief, prenatal care, diabetes, depression, PTSD, review of current health news, links to NIH Senior Health and MedlinePlus Magazine, lice, ringworm, herpes, vitamins, surgery for knee replacement, kidney function, meningitis, homelessness, shingles, spirituality and health, alternative therapies, chelation therapy, carotid artery disease and surgery, abdominal hernia repair, aging, sarcoidosis and wellness.

For question three on the questionnaire, some examples of printed information that the nurses reported having given to their clients were as follows:

…. patient information about kidney function and soda, how to lower cholesterol in English and Spanish, eating healthy, strokes, plasmapheresis, birth control information, hygiene and teens, surgical intervention for spinal stenosis/severe back pain, heart disease, shingles, and cholesterol. Other handouts that were given to patients include a position paper on cost/benefit analysis of shingles vaccine (from Annals of Internal Medicine?), "A Healthy Diet FAQs" from the National Women's Health Information Center, a patient teaching sheet on abdominal hernia repair, and the CDC's 2007 report on healthy aging in America.

Below are some of the responses for question four, which read as follows, "Have you had the opportunity to demonstrate or show clients MedlinePlus? If yes, do you think any of these clients will now use MedlinePlus on their own? Please elaborate if possible."

….I have showed nursing students.
….They probably will if they have computers. Many of them don't have access to a computer.
….Not yet. I will be getting a special room to use in the future that I hope to use at the food pantry so I can use for the teaching of my clients.
….I have only used MedlinePlus with 2 individuals, but have a presentation scheduled for a lay minister group of approx. 10 individuals coming up in late November.
….One person with internet connection in their home. Sue Coenen came last year and demonstrated to senior group at church.
…. I shared the tutorial on sarcoidosis with a client at the food pantry. She will unlikely use MedlinePlus on her own, but knows that she can come to me when I am at the food pantry and that I am able to assist her if she wants to pursue more information about her illness.

Question five of the survey asked, "Have you used PubMed during this project? If so, please give an example." Two of the seven nurses hadn't used PubMed as yet. The following are the responses from the five nurses who said that they had:

….I have used PubMed to help develop a class for nursing students re: death and dying. Also on a project in the works re: PTSD and Veterans.
….I go to both MedlinePlus and PubMed.
….Yes, using for teaching on cholesterol, heart disease, diabetes
….I know I used it, but can't give concrete examples.
…. Not as often as I have MedlinePlus, but it has proven to be great resource for my more obscure topics or for those that are not well-represented on MedlinePlus. I found and used a terrific article about spirituality and homelessness on PubMed.

Question six asked how confident the nurses felt about using PubMed to look up health information in the future if they needed to find information about a condition or disease. Three indicated that they were "very confident, while four said they were "somewhat confident."

One nurse suggested that a meeting be held at the Medical College for all the nurses to get together to share ideas and experiences with one another. When asked if they would be interested in attending such a meeting, six said that they would try to attend, and one said she possibly would, depending on the day it was held. Sue Coenen will try to arrange a meeting in late November or December at the Medical College for the nurses.

5. Problems/Corrective Actions

There are no problems to report this quarter.

6. Lessons Learned/Significant Feedback

The nurses are very grateful for the laptop computers, printers, accessories, LCD projectors and training/support received as part of this subcontract project and from the Outreach Express Award. I overestimated the time that the nurses have available to them to choose consumer health books and found it helpful to assist several of them in making their choices by providing bibliographies on topics of their choice. Existing lists of consumer health books from sources like *Library Journal*, the Medical Library Association, and CAPHIS, tend to be quite limited in scope. Looking for consumer health books and trying to find book reviews or evaluating the books based on the authority of the source proved to be time-consuming, but it helped the nurses in making their choices.

The fact that only two of the parish nurses asked me to come work directly with their clients by providing them with a session or exhibit on MedlinePlus was somewhat surprising, but after working with members of the public on other outreach projects, it is becoming apparent to me that many of the community members who live in medically underserved areas often do not have the language and/or computer skills to look up health information on their own. In addition, I have heard from the nurses that many of their clients tend to be elderly and lack computer access. I think that providing the training and computer equipment to health care providers who work with those in medically underserved areas is a more effective way to reach that population than trying to teach them directly.

7. Projected Activities for Next Quarter

During the next quarter, Sue Coenen will continue to provide support and information to the nurses as needed. Those who need assistance finding information from MedlinePlus or PubMed or have questions about their laptops or programs such as PowerPoint will receive ongoing help.

An exhibit was held November 11th at St. Michael Church, and on December 9th, Sue Coenen is presenting a session to parishioners at St. Casimir/Our Lady of Divine Providence Church, which has Teresa Flaherty as the parish nurse. The session will focus on finding reliable health information on the Internet, with MedlinePlus being featured prominently.

Sue Coenen is obtaining PowerPoint presentations that were created by MCW medical students to teach community members about diabetes, heart disease, and other timely health issues. She will be sharing those with the parish nurses so that they can use them with their clients.

One parish nurse suggested that the nurses get together at the Medical College in the next month or two to share their ideas and successes with one another, so Sue Coenen is working with the nurses to organize that meeting.

8. Reports of Training/Demonstration and /or Exhibit Reports

The Outreach Activity Data and Participation Activity sheets for the training sessions described above and were submitted electronically to the outreach activity reporting system.

MULTILINGUAL HEALTH INFORMATION ACCESS FOR IMMIGRANTS AND REFUGEES

SUB604

November 15, 2007

Third Quarter Report
August 1 through October 31, 2007

Report submitted by Lead Institution
Heartland Health Outreach
Celine Woznica DrPH
4753 N. Broadway, Suite 400
Chicago, IL 60640
Tel: 773-751-4166
FAX: 773-506-9872
cwoznica@heartlandalliance.org

I. Executive Summary

The purpose of the Multi-lingual Health Information Access for Immigrants and Refugees project is to enhance access to health information on the Internet for immigrant and refugee populations in the greater Chicago area. Through collaboration with the Loyola University Chicago Health Sciences Library and representative community-based mutual aid associations, Heartland Health Outreach (HHO) proposed to provide the technical support and equipment necessary for health promoters working in eight distinct immigrant communities to research and download culturally and linguistically appropriate health information. This health information, in audio, print, and multi-media format, would be stored on dedicated computers purchased for each agency for its ethnic community's use. In addition, health information would be downloaded onto portable formats for individual distribution and/or viewing in community settings.

The third quarter of the project found the health promoters comfortable with using the health education computers and incorporating them into their ongoing community work. Each computer is used differently and reflects the uniqueness of each agency.

The computers have been used for individual education as well as group education. Health promoters report that they are pleased to be able to sit a client in front of the computer to watch an audio-visual document on a particular disease in that client's language. Other health promoters access audio-visual documents for use in their programs for senior citizens. In addition, the computers serve as a "repository" of health information documents in print that are easily accessible (no need to search the Internet) for the health promoters. Changes in Heartland Health Outreach's health promoter program have not affected the success of the project, but have increased the number of languages and ethnic refugee communities served. Two new health promoters have been hired by Heartland Health Outreach to serve the needs of the currently arriving refugees. The Burmese health promoter speaks Burmese and Karen (tribal language) and the Burundi health promoter speaks Kirundi, Kiswahili, and French. Although there is limited amount of information available in those languages on the Internet (except French), what is available continues to be researched and made available to the corresponding refugee population.

The health promoters presented the project at the 2007 Refugee and Immigrant Conference to be held in Chicago in October 2007. The concern regarding the relationship with Loyola University Medical Center Health Sciences Library has been resolved. The success of the project led to a suggestion by the NN/LM:GMR that the grantee seek additional funds for expansion of the program upon completion of the current subcontract period. Specifically, it was requested that the multi-lingual health information hyperlinks identified through the project be accessed through a newly-created website in order to make updating and resource sharing easier. The website would act as a portal to those health information documents organized by language and by subject matter.

II. Description of Progress toward the Project's Major Objectives:

The third quarter of the project found the dedicated health education computers incorporated comfortably into the ongoing work of the health promoters. Developments in Heartland Health Outreach's health promoter program have not significantly affected the goal of the NN/LM:GMR project. It was decided that in FY08 HHO's health promoter program would change emphasis from working with health promoters from "older" refugee communities (those communities that have been here for 15+ years) to "newer" refugee communities, including refugee populations that are currently arriving. After the first quarter of FY08, the monthly agency stipend for five of the health promoters was dropped. Those agencies affected were the Bosnian-Herzegovinian American Cultural Center, Cambodian Association of Illinois, Chinese Mutual Aid Association, Lao American Community Services, and the Vietnamese Association of Illinois. Despite the cessation of funding, the health promoters *asked to continue their monthly formation meetings*. The health promoters felt that the monthly workshops added to their knowledge and skill level for their work within the community, and they asked that the monthly workshops continue. In addition, although the funding for their work as HHO health promoters was discontinued, the agencies were still part of the NN/LM:GMR project. The monthly workshops have continued.

The monthly health promoter support for two of the agencies (Ethiopian Community Association of Chicago and the Pan African Association) was continued because they work with newly arrived refugees. In addition, two new health promoters were hired by HHO's Refugee Health Education Program. The Burmese health promoter is fluent in both Burmese and Karen (an ethnic group within Burma). The Burundi health promoter is fluent in Kirundi, Kiswahili, and French. Both health promoters have been in the United States for less than one year, are fluent in English, and lived in UN refugee camps for more than ten years. Their personal experience as recently arrived refugees and multi-lingualism makes them extremely valuable for the project and health promotion.

The incorporation of health promoters for newly-arrived refugees has led to a demand for health information documents in those languages and for the creation of more low-literacy health and safety documents aimed specifically at the refugee and immigrant population. There are limited documents in Burmese, Karen, Kiswahili, and Kirundi, and that which can be found on the Internet are utilized and partnerships have been formed to share resources. (A NN/LM-funded website, HealthyRoadsMedia, has limited documents in Burmese and Kirundi, and recently HHO's Burmese health promoter recorded the audio portion of the PTSD document for that website.) Low-literacy health documents, primarily in powerpoint form, have been created for new refugees to cover priority topics such as navigating the U.S. health care system. These documents are being uploaded onto the different health education computers. Thus, health documents on the computers come from either the Internet or are created by the Refugee Health Education Program and uploaded for viewing on the computers.

Overall, the health education computers continue to be a valuable source of quality health information for limited English speaking immigrants and refugees in the area. For most of the agencies, their use has continued to grow. However, the use of the health education computers by the various agencies does reflect the dynamics of each particular organization. The health promoter for the Lao American Community Services retired at the end of August because of health problems. He served as both executive director and health promoter in this small, 1.5FTE office. The health promoter was active and well-known in his community and temple, and organized many health outreach activities. Currently, the position is vacant and the .5FTE agency worker has been able to do very limited health outreach. The health education computer located in the International Refugee Center, a refugee re-settlement agency rather than an ethnic mutual aid association, has been used sporadically since the departure of the IRC health promoter in June 2007. (The position will not be filled due to the change in the health promoter program with new refugee health promoters employed directly by the RHEP program.) The computer is located in the IRC classroom and is frequently accessed for ESL and cultural orientation classes, but its use has not been recorded.

Numbers were also down in some of the agencies because of summer vacations in August. It is also difficult to determine exactly how many health documents are distributed from the computers. Some of the agencies print out a document, make numerous photocopies, and place the documents in a public place for the community to pick up. The project report, however, may only list the one time that the computer was accessed to attain that particular document. Thus, documentation of computer access does not necessarily reflect number of health documents distributed.

An interesting development in the project is the increasing distribution of material on CDs. Some of the refugee populations do have access to computers, either at home or through friends, and the health promoters have been asked to download health documents in a particular document onto CDs for the community members to take home.

Funds made available through a subcontract budget revision were used to purchase a desktop computer for joint use by the Burmese and Burundi health promoters. The desktop computer is serving primarily as a repository for health documents that the health promoters study and then transfer to a laptop for presentations to their specific ethnic communities. Limited documents in Burmese, Karen, and Kirundi have been identified and downloaded onto the computer.

The health promoters continue to be enthusiastic about the dedicated health education computers. All eight of the health promoters presented the project at a national refugee and immigrant conference (*Strengthening Refugee Families: Issues, Best Practices, and Innovations)* held in Chicago on October 22-23rd. Here is a quote from the September monthly report written the health promoter from the Cambodian Association of Illinois:

> *They really like this program. Most of them very happy all the information are all*
>
> *in Khmer language. They will let their friends know about this information about*
>
> *the computer accessed to the health topics for the community (sic).*

III. Loansome Doc/Document Delivery Activities

Table of documents accessed and viewed on computer

AGENCY	AUG			SEPT			OCT		
	# Times computer viewed	# of diff. hlth topics	Lang accessed	# Times computer viewed	# of diff. hlth topics	Lang accessed	# Times computer viewed	# of diff. hlth topics	Lang. accessed
Bosnian-Herzegovinian American Cultural Ctr.	40	6	Bosnian	32	7	Bosnian	28	8	Bosnian Croatian
Cambodian Asso. of Illinois	32	12	Khmer	48	13	Khmer	32	14	Khmer
Chinese Mutual Aid Association	71	8	Chinese	94	10	Chinese	98	13	Chinese
Ethiopian Comm. Asso. of Chicago	20	10	Amharic, Tigrinya, Arabic, Swahili	28	12	Amharic Tigrinya Arabic, French, Swahili	60	7	Amharic, Tigrinya, Arabic, French, Swahili Kirundi
Lao American Community Services	7	3	Lao	16	3	Lao	4	2	Lao

Agency									
Pan African Association	10	8	Tigrinya, French, Amharic, Somali, Swahili, English, Arabic, Creole, Kirundi	15	13	Tigrinya French, Amharic Swahili, English, Arabic, Creole, Kirundi	30	12	Tigrinya, French, Amharic, Swahili. Kirundi
Vietnamese Asso. of Illinois	40	10	Viet namese	42	8	Viet namese	39	12	Viet namese
International Refugee Center	No report submitted		No report submitted			No report submitted			No report submitted

Table of health documents accessed, printed, and distributed

AGENCY	No. of printed documents distributed in 2 quarter	Health topics accessed and information distributed

Note: the subtitle reads "distributed in 2nd quarter" (2nd).

AGENCY	No. of printed documents distributed in 2nd quarter	Health topics accessed and information distributed
Bosnian-Herzegovinian American Cultural Ctr	515	What to do in an Emergency; Take Medicine Safely; Smoking; Oral health; Chemical spill emergency; Hypertension, Diabetes, Nutrition, Eating away from home, Warning signs of Heart Disease
Cambodian Asso of Illinois	1315	Women's health; Breast Ca, Cervical Ca; Asthma, TB, Diabetes, Nutrition, Cholesterol, Hypertension, Lead poisoning; Prostate CA; Common Illnesses; Cardiac Health; Men's health, Ears/Nose/Throat, allergies, Pregnancy and Childbirth
Chinese Mutual Aid Asso.	202	Heart attack; Stroke; Hypertension; Diabetes; Cholesterol; Cervical Cancer; Hepatitis B
Ethiopian Comm Asso Chicago	300	Diabetes, HIV/AIDS. Mental health, Stroke, Hypertension, TB, Immunization, Cholesterol, Asthma, Cancer, STDs, HIV/AIDS, Food and nutrition
Lao American Comm Serv	36	Diabetes, Alcoholism, Dehydration, Exercises for the Elderly, Hepatitis A,B, C
Pan African Association	313	(All topics in various languages) Nutrition, Diabetes, Cancer, Asthma, Mental health , HIV/AID, Cold weather, Blizzards, Emergency kit, Warming and Cooling Centers, Better Health, Food Pyramid, Dental, Mammograms, Hypertension, Oral health, Medical insurance info
Vietnamese Asso of Illinois	1318	Breast Cancer, Cervical Cancer, Hepatitis B, Visual problems, Asthma, Diabetes, Hypertension, Mental health Tuberculosis, Flu, Dental health, Syphilis, Lead poisoning,

		Nutrition, Exercise for Elderly
International Refugee Center	Not reported	Not reported

IV. Evaluation Activities

The evaluation criteria for measuring the utilization of the dedicated health information computer by the community will be hard to meet because of a flaw in the reporting mechanism. The target threshold calls for 80% of the computers to be used an average of ten times per week by members of the specific ethnic community. The utilization of the computers by the members of the communities is hard to document. In some agencies, the computers serve more as repositories of documents for the health promoters to easily access and distribute. These documents are then photocopied or downloaded onto CDs and large numbers of them are distributed. The computer itself may only be accessed five or six times in the week. In other agencies, the computers are in public places for easy community access, and are accessed frequently. Therefore, the target threshold for the utilization of the computers does not reflect the varying uses of the computers.

The project is expected to meet the other four target thresholds identified in the subcontract proposal.

V. Problems/Corrective Actions

1. The dedicated health education computers may have reached a plateau in the number of documents identified from the Internet and downloaded. More technical assistance will be needed to identify, evaluate, download, and organize additional health education documents in target languages.

2. The future of the dedicated health education computer in the International Refugee Center needs to be determined. Because the center continues to receive and resettle refugees and provide English and cultural orientation classes, the goal is to keep the computer at the center and being used. However, it will be necessary to work with the center leadership to determine the best way to incorporate the computer into the center's ongoing activities.

VI. Lessons Learned/Significant Feedback

As the project progresses, lessons continue to be learned! Despite the evident success of the project, there are some things that could have been done better and some things that still need to be done. The work of the student intern in May 2007 indicated the sheer number of quality health information documents that are available on the Internet. However, many of these documents still need to be evaluated according to a criteria established by a professional librarian and in conjunction with a community member bilingual in that target language. Once those documents have been evaluated and found to pass the established criteria, the documents need to be downloaded and organized on the dedicated health education computers. Because the health promoters have limited computer skills and even more limited time, many of these documents are not being identified, evaluated, downloaded, and organized. Some volunteer help has been enlisted for this need, but the volunteer's time is limited. Subsequent subcontracts should seek funding for ongoing maintenance of the computers' "internal library" by a person with advanced computer skills.

With the change in emphasis of the Refugee Health Education Program to reflect the needs of the arriving refugees, there was a need for health education documents in languages not mentioned in the original subcontract proposal.

The document created by the student intern listing the hyperlinks to multi-lingual health information on the Internet was 274 pages long---too big to send as an attachment by e-mail. The document was shared via CD and flashdrive, but this manner of promulgation proved limiting for updating and sharing to a wider audience. (Within months, the arrival of Burmese and Birundians made the document without those languages represented out-of-date for the resettlement agencies.) The need for a website that could act as a portal to these different multi-lingual health education websites has been identified. Such a website would make resource updating and sharing with a wider audience much easier and more effective.

VII. Projected Activities for Next Quarter

1. Continue to seek volunteer assistance to help with the ongoing maintenance and document uploading of the dedicated health education computers.

2. Continue to seek health information in the languages spoken by the currently arriving refugees.

3. Continue to create and upload on the computers health information documents specifically targeting refugee communities. (One powerpoint in progress teaches about fire safety and emphasizes the difference in fire risks in the refugees' home country and in the U.S. Most of the arriving refugees are not familiar with electricity, gas stoves, space heaters, multi-level buildings, and other fire risks.)

COVER SHEET

Title of Project: Libraries MUVE (Multi-User Environment) Consumers Into Accessibility Awareness

Name of Institution: Alliance Library System

Location of Institution: East Peoria, Illinois

Name, Mailing and Email Addresses, Voice and Fax Numbers of Person Submitting the Report:

Lori Bell
Alliance Library System
600 High Point Lane
East Peoria, IL 61611
lbell@alliancelibrarysystem.com
(309)694-9200 ext. 2128
Fax: 309-694-9230

Number and Inclusive Dates of Quarterly Report
August 1. 2007 – October 31, 2007

Date Submitted:
November 2007

Executive Summary
The Libraries MUVE project had its grand opening in September.
Interactive exhibits on each floor of the center were created covering the following topics: mobility/dexterity, in-world support and groups, blindness and low vision, audio description, National Library of Medicine tutorials, hearing impairments and deafness, learning disability resources, and assistive technology resources. Training programs were also held during the quarter.
The project team meets weekly or every other week to discuss progress.

Description of Progress toward the Project's Major Objectives

a. Administrative/Planning Activities

ALS contracted with Kristen Hall to serve as Project Coordinator. She meets biweekly with ALS staff; Alice Krueger, a volunteer from Heron Sanctuary, an agency within Second Life for people with disabilities; Tom Peters, Project Evaluator, and Carol Perryman, HealthInfo Island Coordinator.

The grand opening for the center was held in September. Speakers included representatives from agencies within Second Life which provide services for people with disabilities; Tom Peters, Project Evaluator and Lori Bell, Project Director.   Following speakers, there was also live music.   Approximately 25 people attended the event.

  b. **Collaborations/Partnerships**

Kristen Hall met with author Mark Ravenscraft who is working on a book containing case studies of individuals with disabilities in Second Life and how Second Life has helped them. These articles were published in the "Metaverse Messenger," one of Second Life's newspapers. The Accessibility Center is working closely with Heron Sanctuary, an agency for people with disabilities in Second Life. Their coordinator, Alice Krueger is very involved with the Accessibility Center.

Health Coalition
Together with Gentle Heron (of the Heron Sanctuary, a support group for people with disabilities) and The Sojourner (of Dreams, a support community for people who are recovering from stroke), a new support group has been started. The Health Coalition is intended to help health support groups, giving us all an opportunity to help new groups, promote events, and to collaborate on educational events. Because it is very difficult to reach Second Life participants, this is a valuable tool for promotion and collaboration.

  c.   **Publicity/Marketing activities**

Kristen Hall placed ongoing ads on the Accessibility Center in the Metaverse Messenger. The opening was publicized to publications in Second Life and radio stations. Several HealthInfo island staff and volunteers were interviewed for an article on health resources in Second Life which appeared in the "Washington Post."

  d. **Produce/Resource Development Activities**

Kristen Hall is working on a display to educate people without disabilities how to interact with people who have disabilities. Interactive exhibits on each floor of the center were created covering the following topics: mobility/dexterity, in-world support and groups, blindness and low vision, audio description, National Library of Medicine tutorials, hearing impairments and deafness, learning disability resources, and assistive technology resources.

Path of Support: built by Drangea Lynnhurst of the Heron Sanctuary group as a walkway with posters on either side, each representing a health support group at Second Life. With more than 70 posters, this is a lengthy and impressive display.

  e. **Site Visits (include number and descriptions of the sites and target population**

  f. **Outreach activities (Total number of training or demonstration sessions)**

Classes were held on:
"Looking for Health"
"Come See What We've Got: Low Vision Resources"
"Starting a Second Life Business"
"SL Basics for Newcomers"
"Avatar Creation and Shopping in Second Life"

Average attendance for each class was 15 during the afternoon and 5 during evening programs.

Additional classes are planned for next quarter on seeking and evaluating health information on the Internet. More sessions of "Looking for Health" are scheduled along with children's resources; heart health resources; and diabetes health resources. Carol Perryman is doing these training sessions. Kristen Hall is doing classes on "how tos" in second Life.

g. Website development activities

Heron Sanctuary has started a wiki website on health and accessibility in Second Life. HealthInfo Island volunteers and staff contribute content to this.

h. Exhibits

Interactive exhibits on each floor of the center were created covering the following topics: mobility/dexterity, in-world support and groups, blindness and low vision, audio description, National Library of Medicine tutorials, hearing impairments and deafness, learning disability resources, and assistive technology resources

i.Other

Attachment 13
Subcontractor Quarterly report

Royal Oak Health Information Portal
Royal Oak Public Library
Royal Oak, Michigan

1st Quarterly Report

Reporting for the Period:

July 1, 2007 through October 31, 2007

Submitted December 19, 2007

Submitted by:
Metta T. Lansdale, Jr., Director
Royal Oak Public Library
Lansdale@ropl.org

222 E. Eleven Mile Road
Royal Oak, MI 48068
PH: 248.246.3710
FX: 248.246.3701

Executive Summary

The Royal Oak Health Information Portal has completed the planning aspect of its activities.

- The Royal Oak Public Library purchased equipment and hired a temporary part time librarian to release Mary Ann DeKane from reference desk commitments so that she could facilitate the project.
- The laptop and projector were purchased
- Portal participants held 5 meetings, chaired by the Project Director.
- Training for public library staff included "Conducting the health information reference interview" and "Health Information Reference Sources"
- The Lecture series has been launched
- The Workshop series was planned
- Evaluation components include evaluation of the web portal and tools for the lectures and workshops.
- Royal Oak Health Information Portal web presence has been established

Administrative / Planning Activities
Five meetings of the Portal partners have been held and continue. The purpose of these meetings is to plan, evaluate and refine all aspects of the Portal. Minutes for these meetings are enclosed. At these meetings, lectures were planned, evaluation process was established and workshops were planned. The web site is reviewed and re-evaluated at each meeting.

Collaborations / Partnerships
Portal partner representatives have attended and actively participated in all or most meetings and include:

- Royal Oak Public Library
- Beaumont Hospital
- Wayne State University

Publicity and Marketing Activities
Press Releases to the local print media
Press releases have been issued to announce the project and congratulate the partners, to announce the launch of the lecture series and then to announce the launch of the workshops. These releases and resulting media coverage are enclosed.

Web Pages
Described below under "Website Development Activities"

Public Library Newsletter
The *Portal* was announced in the library newsletter, which is quarterly. A subsequent issue listed lectures and invited readers to phone or use the web pages to select a workshop. Newsletter issues are enclosed. The *Leaflet* is distributed to each household in the City of Royal Oak.

Flyer

A flyer for internal distribution has been developed that lists the lecture and workshop schedule. It is being distributed at workshops and lectures and at the public service desks. It is enclosed.

Promotion within Beaumont Hospital
Beaumont Hospital announces *Portal* events in its own publications and distributed news about the project to employees. Janet Zimmerman of Beaumont, reports
> "I'm attaching the article that was in Inside Beaumont which is our employee newsletter in the June 18, 2007 issue. Community Relations also published a weekly event calendar that is sent out to all of Beaumont's email users that the September program by Gail Evo was in. The flyers for that program that our Community Relations Department produced was posted in all of our Employee Service Centers here at Royal Oak and Troy and also at both of our campus libraries. The project will also be mentioned in our annual report to the Community when it is published in early 2008."

Product/Resource Development Activities
Lectures
A hallmark of the Health Information portal activities is the series of lectures provided by the Speakers Bureau at Beaumont Hospital. The plan is to have one lecture topic per month and those are scheduled. The Library Auditorium is reserved for the *Health Information Portal* every Wednesday evening so new topics may be added throughout the year. For instance, Beaumont Hospital just called to see if the Library could partner on programs about the local "Safety City". The Library will be able to fold those into the *Health Information Portal* very easily by using the available Wednesdays.

Workshops
The plan is to develop and produce at least four workshop topics during the course of the year. The *Introduction and Evaluation* workshop has been developed and produced. The next topic is *Drug Information,* to be followed by *Cancer Information* and *Diet and Nutrition.* A new topic was recently added for development – *Family Health History.*

Site Visits
There are no site visits prepared or planned in association with the Royal Oak Health Information Portal. It is something that could be done and will be considered after the first of the year.

For promotional purposes, the workshops have been introduced to the Senior computer club. This small effort filled two workshops held at the Senior Center.

Outreach Activities
Senior Center Computer Lab
The internet workshops are offered monthly at the Senior Center computer lab.

Website Development Activities
The web page was launched at the very beginning of the project. It is linked from the top of the primary Library site <ropl.org> and may be found directly at
> http://ropl.org/index.php?option=com_magazine&func=show_magazine&id=9&Itemid=117

At initial introduction, the web page was tested with the Senior Computer Club and the Teen Advisory Board. Changes were made as a result of feedback at both of these focus groups.

The objectives of the Health Portal web presence
1. Provide best first sites to use when looking for health information on the internet. This selection was initially limited to five portals which are MedlinePlus, Michigan Go Local, CDC (with parallel state and county health department sites), KidsHealth, National Cancer Institute and Mayo Clinic.com. PubMed was added later as a result of interchange during a workshop.
2. Provide direct information on techniques for searching the internet for health information. An online tutorial from the National Library of Medicine is provided.
3. Announce Lectures and Workshops to be provided. Lecture details are provided from the Health Portal site and integrated into the primary Library programming calendar.
4. Provide selected focused content. In addition to details about the lecture, pages describing the lectures include links to information on the topic. When the lecture is past, the page remains with details on the topic for a growing portal "library". Resources recommended by the speaker are added to the site. Sites described in the workshops are planned to be added as the workshops are given. Basic information describing the Portal and its purpose. This is the text that was used in the introductory press releases.   [Some of this content was inadvertently dropped due to a server transition but will return.]
5. "Special Seasonal Reports". This segment was added for interest and to demonstrate use of the recommended links. Topics will change periodically. It now focuses on Flu; in the spring it could change to allergy.

Exhibits
There are no 'exhibits' prepared or planned in association with the Royal Oak Health Information Portal. It is something that could be done and will be considered after the first of the year.

Continuing Education
Beaumont Hospital Librarians Janet Zimmerman and Andrea Rogers provided detailed updates, one-on-one, for Royal Oak Public Library reference librarians. These sessions were designed to refresh and update their ability to use current health information online resources [MedlinePlus, Go Local, Clinical Trials, PubMed] and to teach them how to use the *Docline* capability to request articles not available through the usual public library channels.

Wayne State University Library Information Science Program professor Lynda Baker, provided day-long workshops (two identical sessions to accommodate all pertinent personnel) to all Royal Oak Public Library reference librarians to teach proper technique for the health information reference interview.

Medline Go Local training [for entering data] is planned but has not yet taken place.

Loansome Doc/Document Delivery Activities

We have had no Loansome Doc transactions. Continuing education related to the use of Loansome Doc is described above.

Evaluation Activities

Website was evaluated by testing it on the Senior Computer Club, the Teen Advisory Board and carrying a dialog with them as they used the site. This was a focus group format. Evaluation reports are enclosed.

The Lectures were evaluated by means of evaluation form at the end of each event. The evaluations are summarized on the enclosures. With one exception (my personal opinion, not verifiable by the received evaluation forms) the lectures have been excellent and were well received.

Workshops were evaluated by means of an evaluation form at the end of each event. Workshops are to be followed by post-workshop call, two weeks after the event. Evaluation summaries are enclosed; results of follow-up calls are not yet available (and not within the time period of this report).

Problems/Corrective Actions (including significant changes made in implementation of the project)

The most significant problem, which has now been corrected, was the slow start getting lecture speakers and dates confirmed. We were not able to produce and distribute a primary flyer about the *Portal* as soon as we had hoped; the flyer was to have (and now does have) a list of all the lectures and workshops – titles and timing – as a take-away from the initial events. We were not able to schedule speakers from Beaumont for the rest of the fall months.

The first lecture, in September, was a Beaumont speaker and worked out beautifully. We filled in three subsequent lecture slots with speakers from Alzheimer's Disease Association (1) and a local group that has previously lectured here successfully – Center for Creative Living (2). We are now fully scheduled with Beaumont lecturers in 2008.

The response from the public who have used the workshops and lectures has been very favorable. I would like to have a public relations magician come in and tell me how to reach the right people at the right time. Personal contact seems to be the very best method and visits/exhibits to area meetings would seem to be the best method. I have reported on the series at Kiwanis and Rotary meetings.

Lessons Learned/Significant Feedback
- Better use of the personal calendar will result in an on-time quarterly report.
- For promotions, taking the presentation to other service clubs and other groups would spread the word more effectively than press releases or even advertising.

Projected Activities for Next Quarter

The second quarter will reflect a settling-in, as templates for promotions have been established, evaluation templates are in place and workshop structures have been developed; lectures are scheduled. Exhibits and promotional visits are not planned but are to be considered.

Reports of Training/Demonstration Sessions and/or Exhibit Reports.
Each training session was evaluated as described above. There were no Exhibits in the first quarter.

Within two weeks of any training or demonstration session, complete a record of the event in the online outreach activity reporting system (https://staff.nnlm.gov/extra/). Complete and include in the quarterly report an exhibit report and budget sheet following the attached outlines.

This was not completed online. Royal Oak Health Information Portal designed and used its own evaluation tools in partnership with Wayne State University. Budget sheet will be submitted after the first of the year.

APPENDIX

Include copies of: communications, materials produced, evaluation tools/instruments used or developed, press releases, advertisements, articles for newsletters, etc.

Enclosed.

Attachment 14
Subcontractor Quarterly report

Title of Project: Providng Consumer Health Outreach and Library Programs to Virtual World Residents in Second Life

Name of Institution: Alliance Library System

Location of Institution: East Peoria, Illinois

Name, Mailing and Email Addresses, Voice and Fax Numbers of Person Submitting the Report:

Lori Bell

Alliance Library System

600 High Point Lane

East Peoria, IL 61611

lbell@alliancelibrarysystem.com

(309)694-9200 ext. 2128

Fax: (309)694-9230

Number and Inclusive Dates of Quarterly Report

August 1, 2007 - October 31, 2007

Date Submitted: November 15, 2007

Executive Summary

Emphasis for this quarter was upon education, display work, and collaboration. More than 20 informational and educational displays were created by the Coordinator, Perryman, or by collaborative enterprise with other parties, including staff from the National Library of Medicine, those involved with the new Accessibility Center, an epidemiologist, several other physicians or health professionals, and contractors with associations such as the Toronto Alzheimer Society. Five different classes about general searching for health information (using Google.com and MedlinePlus.gov) and focused on specific health resources available through MedlinePlus.gov were offered on

the island, and were attended by a small but growing number of people (averaging 4 per session). Although promotion for these events and for the Island's services was done using a variety of resources, targeted marketing to the general population in this virtual environment continues to be an ongoing challenge. The CDC Island is under construction on one side of the Island, and UMCG, the medical library for the University of Gronigen, has purchased an island on the other side. Space has been given to Stockholm's Karolinska Instutet, whose staff is interested in constructing a Nobel display, and to the building and displays for the new grant-funded Accessibility Center.

Survey

In July 2007, Perryman created a survey form associated with a display, which is placed in front of the Consumer Health Library. Intended to capture information about the information needs of Second Life residents, the survey has received 18 responses by the time this report was compiled. Due to technological constraints in Second Life, the questions are left open-ended, although the wording encourages a 'yes' or 'no' response. The number of 'Yes' responses is indicated in parentheses following the question.

Questions:
I'd like to learn how to evaluate the quality of health information on websites (14)
I'd like a list of links to general top-quality resources (14)
I'd like help finding specific information I don't see by searching with Google or other search engines (13)
I'd like information on herbal medicines (14)
I'd like information on complementary therapies (13)
I'd like to know how to find health information for friends or family members (13)
I'd like to learn more about a chronic health condition, such as diabetes (13)
I'd like to get information about medical tests (9)
I'd like to know how to find clinical trials for experimental treatments (12)
Do you belong to a health support group in Second Life? (6)
I would be interested in learning about health support groups at Second Life (14)

Information about professional affiliations or other, demographic, data was not collected from the respondents. It is possible (and even likely) that the majority of respondents are either health professionals or librarians. Most respondents indicated an interest in learning about health resources, especially herbal medicines and general quality evaluation. Most (12 of 18) did not belong to a health support group, which may indicate lack of awareness (this is supported by the fact that most (14 of 18) responded 'yes' to question 11).

Displays, Educational & Promotional
Consumer health libraries: This display explains how consumer health librarians can help people find good information so they can be better informed health consumers. Appended to it is the brief survey, discussed above.
AIDS/HIV/STDs: This is a collaborative display created by an epidemiologist, an HIV positive person (who is also the leader of an AIDS/HIV support group, and Perryman, as well as providing a link to the STD simulation created by Maged Boulos, representing

the involvement of the UK University of Plymouth, and a link to the CDC site about STDs.

Diabetes: created by the epidemiologist, Tam Hyun

Breast cancer detection: also by Tam Hyun

Path of Support: built by Drangea Lynnhurst of the Heron Sanctuary group as a walkway with posters on either side, each representing a health support group at Second Life. With more than 70 posters, this is a lengthy and impressive display.

Dissociative Identity Disorder Thincbook: Created by a physician whose first language is not English, and Perryman

Agoraphobia, Bipolar Disorder and Social Anxiety displays, in a mental health area in the Consumer Health Library: created by a medical student (and the agoraphobia support group leader) and Perryman, this is actually 3 separate displays, each with an accompanying notecard containing a few links to good health information.

Alzheimer's Disease: created by Medium Helvetic for the Toronto Alzheimer's Society, this large and interactive display incorporates award-winning photographs, podcasted interviews with caregivers, a walk through images of the brain, and other elements intended to help participants understand the experience. After the display was used at one of the InfoIslands for a charity event, Perryman approached the Society and asked that it be placed on permanent display at the Island, so all could see it.

Health Literacy Month: basic information about health literacy, incorporating tips for finding low-literacy resources using MedlinePlus.gov

Public Service Announcement (about a scam sent out through email, published by NIH)

Health Information Evaluation poster, with attached notecard

Display to highlight SL health sims, rotating

NLM/SIS displays: Toxtown and 2 videos from NLM that are not available on the web. Perryman and an NLM employee are currently collaborating on a display about wildfires and smoke inhalation.

Signs advertising the classes

Signs promoting the new Accessibility Center grant, with accompanying notecards

Tshirts with logos that incorporate the 'I' for information, for free distribution at public events. These are also available on the island.

display on substance abuse, created as a link to a Family Resource Center in Second Life

Tours, Visits & Classes
Guus van den Brekel set up a 'Tourbot' that looks like a small, two-person speedboat (though this one flies through the virtual air). The bot can be programmed to tour along a specific route, and can even incorporate a script, telling participants about specific sites and services. The script also describes the grant-funded project. Although the intention was to measure use, the data seems to be grossly inaccurate, showing hundreds of thousands of uses. The project coordinator does know it's getting used, but does not know how often.

In-person tours are done informally and are usually appended to a meeting. Perryman offers tours to all class participants, as well as to groups with whom she meets. The result is that the number of tour participants is approximately 100 per month, in person.

Perryman has set up a schedule of classes that are offered to Second Life participants. These are being advertised through the various support groups, in the Metaverse

Messenger, and to the consumer health, medical library, and Alliance library groups, as well as through posters scattered around Healthinfo Island and on a new wiki, SLHealthy (discussed below).

'Looking for Health,' a class about general searching that's about Google advanced searching, taking a look at Answers.com en route (with a little discussion about evaluation of health information), and then going into MedlinePlus.gov, to provide a very fast overview of what's there. Perryman invites people to 'take 2 (minutes)' to go into both Answers.com and MedlinePlus, then to come back to share what they found. Trying to teach in Second Life about a few 'real life' resources, and the challenge of incorporating more hands-on opportunities in such a class means that participants may encounter technological difficulties, since they have to open a browser window in addition to the Second Life site. Discussion depends on the participants and their interests.

The other classes are part of a series, focusing on specific health resources:
vision resources ('Come See What We've Got!'),
children's health ('Roots and Wings'),
heart health ('The Heart of it All'), and
diabetes ('Sweet Sources').

These classes are centered on resources available through MedlinePlus, with an overview of its features. Perryman incorporates hands-on exploration, encouraging a round robin-style sharing of discoveries, as well as discussions about how to evaluate health information online.

Both the health focus series and 'Looking for Health' are also a way to introduce HealthInfo Island and the services provided there, especially the idea that a consumer health librarian is there to help, when other resources are exhausted (or if the question is complex). Even knowing you can ask for help is empowering.

Perryman is currently working to create a basic class about searching PubMed (focusing on the consumer health and CAMs resources available through that search engine) and will build an intermediate course if there appears to be demand, showing people the 'advanced' search structuring possible with query combinations and filtering, and other features.

Attendance has been small, with most participants being librarians or health professionals; classes average about 4 attendees, each. Perryman is working to find better ways to promote the availability of the classes in a way that can reach general Second Life residents.

Proximity sensors have been set up around the island, with data being collected by Tom Peters, the Project Evaluator. These sensors offer the ability to not only track unique visitors, but allow the user to tailor the time period (e.g., visitors during the past week or month) and show time spent overall, and on average, per visitor.

Collaborative Initiatives and Other Activities
Health Coalition

Together with Gentle Heron (of the Heron Sanctuary, a support group for people with disabilities) and The Sojourner (of Dreams, a support community for people who are recovering from stroke), a new support group has been started. The Health Coalition is intended to help health support groups, giving us all an opportunity to help new groups, promote events, and to collaborate on educational events. Because it is very difficult to reach Second Life participants, this is a valuable tool for promotion and collaboration.

SLHealthy Wiki
- Perryman's involvement in this effort was based on material from three sources: her own gathering of support group information, the listings provided by Gentle Heron (of the Heron Sanctuary), and a group of resources provided by MB Chevalier (of the University of Plymouth, UK). While working to determine a template for basic entry for items
  (name, contact, SLURL, RL URL, and description from the profile page, if available), Perryman became rapidly aware of concerns about maintenance and accuracy, reflecting on the need to create a resource that was collaboratively created and maintained.   Reasoning that it made no sense to have a completely different resource with
  similar content, Perryman entered all data into the wiki another group had begun, joining in with their collaborative venture. The purpose of the SLHealthy wiki (http://slhealthy.wetpaint.com) is to gather 'information about consumer health locations and groups in Second Life. This will possibly include general health education resources as well' (from the wiki's homepage).
- Under the heading 'File Cabinet,' 191 separate sims, educational resources, groups, and other entities are listed, representing an unevaluated conglomeration of role-playing groups, health education groups, and islands like HealthInfo Island (though this project remains the sole consumer health library concerned with providing general health reference services for no fee). The wiki also includes a calendar of events where people can advertise health-related events, offering another way to promote HealthInfo Island events, especially classes.

Second Life continues to offer amazing and unexpected opportunities for collaboration and sharing. During this quarter, Perryman met with (and often provided a tour, as well as enlisting either support or cross-promotional participation) with a number of individuals and groups, including the following:
- a medical student who is interested in helping as needed
- a representative from a French pharmaceutical company (name not provided)
- another individual representing a U.S. pharmaceutical company, also unnamed, interested in 'supporting development' for promotional consideration
- a Dutch physician
- a Columbian physician interested in providing consumer health information in other languages
- three LIS students, including one who is interested in using Healthinfo Island as the site for his Master's thesis, and another, interested in creating a display on sexual health as part of his semester's project
- Ed Bodenseik of the Johns Hopkins Berman Institute of Bioethics. Perryman provided him with free space on InfoIsland IV, which he has accepted. He is also interested in further collaboration, and discussions were held about the

possibilities for an in-world town hall meeting (or series) about medical ethics, focused on 'hot topics', and with a general audience.

- a number of medical librarians interested in exploring activities ongoing
- invited participant in a national teleconference with members of a Kaiser Permanente taskforce focused on innovative practices, as an expert in SL consumer health information provision. One of the group's chosen foci for the year is virtual simulation; Kaiser is also recognized as a leader in the area of electronic medical health records development, wherein the patient will have ownership and collaboration of their records, as a health diary, and with other functionalities. The taskforce is comprised of individuals from their centers in Denver and throughout the US. From the email: "On Tuesday Oct 16, the three marquee project subgroups will meet: virtual simulation, medication administration, and portable personal health records. The virtual simulation group will be focusing on how the Innovation Learning Network member organizations can support the virtual simulation work of two of our member organizations (CIMIT/Partners/Mass General Hosp- disaster preparedness and the Veterans Administration- elimination of MRSA transmission)".
- medical librarians at Stockholm's Karolinska Institutet, who have been given a space right next to the NLM Special Information Services building on HealthInfo Island, and who are talking about creating a Nobel prize display

Publications and Other

- Perryman was asked by Clare Leibfarth, the editor, to write an article for MidLine, the newsblog for the Midwest Chapter of the MLA (available at http://65.181.189.143/midline/2007/08/second_life.html).
- Perryman and Lori Bell were invited speakers at a teleconference hosted by the Dietetic department at OSF St. Francis in Peoria, Illinois, about the grant project, showing them a resource about nutrition at Second Life.
- Perryman worked with Peg Burnett to document guidelines for the development of consumer health resources by non-librarians. Creating this documentation presented an opportunity to solidify thoughts about what's needed for virtual resource development by laypersons. For example, discussions about resource validity, copyright, and nonprofit status are incorporated, along with mentions of conservative use of prims and design 'best practices' ("Don't leave the back of your poster blank - either make it transparent, or put text or graphics there!').
- Reference questions do not occur often (about 5 per month), but they tend to be more complex. An example of this is the request for information about how virtual environments could enhance the life skills of people with disabilities, another, asking about the experiences of disabled people in virtual environments.
- Perryman was interviewed at length by a reporter with the Washington Post, although he did not choose to include that interview in his story.